Present and Pay
User Manual – Payer Administrator

Table of Contents

1.0 Glossary of Terms

Term	Definition
Attachment	A file that is associated with any type of invoice. Only .jpeg, .jpg, .png. .pdf, .msg file formats are accepted.
Dispute	A disagreement with an invoice or non-invoice payment that results in an under payment or an over payment. A dispute is associated with a specific invoice and be created during the payment process.
Entitlement	Allows access to specific features in the system. Also describes the invoices and payments of a particular customer or Access to the invoices and payments of a particular customer or groups of customers.
Non-Invoice payment	A payment made to a customer that does not have a formal invoice associated with it.
Non-Invoice Deduction	An existing deduction to an invoice. Non-invoice deductions are associated with a particular customer and are created in advance before being applied during the payment process.
Pre Invoice	An invoice that has not been formally submitted for approval and payment. Once created by the biller, the pre invoice expires in after 10 business days and is not accessible past the expiration date.

Invoice and Non-Invoice Payment Statuses:

Status	Description
Unapproved	Assigned as soon invoice or non-invoice payment is loaded.
Approved	The payer analyst or administrator reviews the invoice and approves it if it is valid. Once approved, a payment can be initiated. There are also invoices that are automatically approved. When a payment is returned, the invoice or non-invoice payment is given this status for review and repayment.
Initiated	Assigned by system as soon as payment is scheduled. The payment can be cancelled up to 3:00PM on the day it is scheduled to be paid.
Partially Paid	Assigned by system when the partial amount is paid and past the cutoff time on the scheduled date.
Paid	Assigned by system when the payment is past the cutoff time on the scheduled date.

Status	Description
Paid by other	Assigned manually by biller admin
Pending	Assigned manually by biller admin

Payment Statuses:

Payment Status	Description	Corresponding Invoice Status
Initiated	When the invoice is scheduled for payment.	Initiated
Paid	Status Is changed after the cutoff time on the scheduled date	Paid / Partially Paid
Returned	When there is a ACH return for the transaction	Approved
Cancel	When the transaction is cancelled by the user.	Approved/Pending

2.0 How to Use this Manual

Instructions are presented in the "Action, Result" format. To complete a particular function, follow the instruction in the particular step of the "Action". The expected result will be described and displayed in the "Result" column.

STEP	ACTION	RESULT
#	Instruction to be completed by the end user. ❖ **Note:** Any information important to a particular step is presented in this format. 💣**WARNING!** If an action might cause data loss or cannot be undone, the information is presented in this format.	The result of the step is displayed here.

❖ **Note:** It is assumed that the user is logged into Present and Pay before completing any function, not including the logging in.

3.0 Common User Features and Functions

Present and Pay has a consistent user interface starting with the home page (once the user has logged in).There are also common user functions when a list of items (Invoices, Disputes, Users, etc.) are displayed on a page:

- Search List
- Sort List
- Change Number of Items Displayed

3.1   Present and Pay User Interface

Present and Pay has a generally consistent user interface starting with the home page once the user has logged in.

3.2   Search List

Often, Present and Pay contains large number of items in a list. To find a particular item, the user can use the search function. A search is possible on most every column, based on what is being displayed in the list – invoices, payments, users, etc.

❖ **Note**: Not all lists have the same column titles and won't have the same search options.

There are several ways to complete a search:

- Enter a specific number or enter a partial number in the field directly under the column name. There are several search options when entering a specific number or word. Click the option icon -
  🔑 - to display and change the search option.

✓ Begins with
Contains
Doesn't contain
Ends with
Equals
Doesn't equal

- Enter a specific date or date range. Click on the link directly below column title

▼

◉ Last 180 Days
○ Last 120 Days
○ Last 90 Days
○ Last 60 Days
○ Last 30 Days
○ Next 30 Days
○ Next 60 Days
○ Custom Range:

09/11/2013 ▾ | 03/10/2014 ▾

Apply   Remove   Cancel

For a custom range, a calendar is available. Click the open calendar icon - ▾ - to display the calendar.

⧀⧀ ⧀   September, 2013   ⧁ ⧁⧁

	SUN	MON	TUE	WED	THU	FRI	SAT
36	1	2	3	4	5	6	7
37	8	9	10	11	12	13	14
38	15	16	17	18	19	20	21
39	22	23	24	25	26	27	28
40	29	30	1	2	3	4	5
41	6	7	8	9	10	11	12
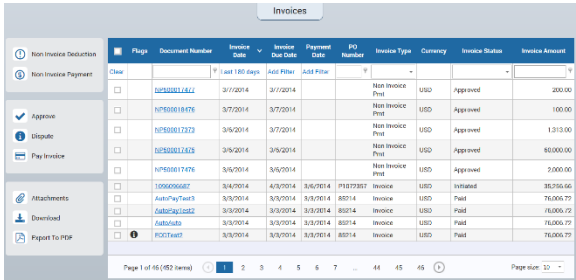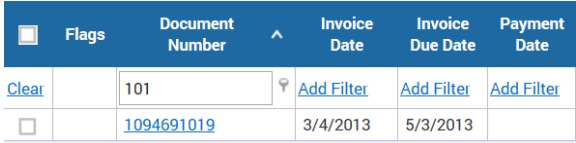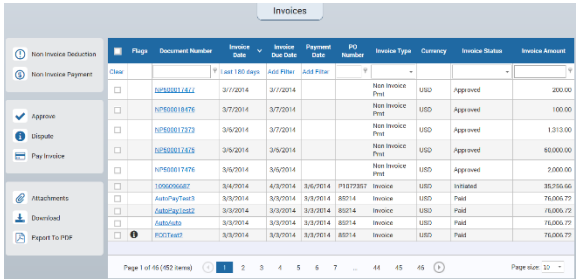
Today   Clear

- Search an item's status. Most items have some sort of status assigned. As well, an item might be classified as a type. Click the open menu icon - ▾ - to display and select the status or type of the item.
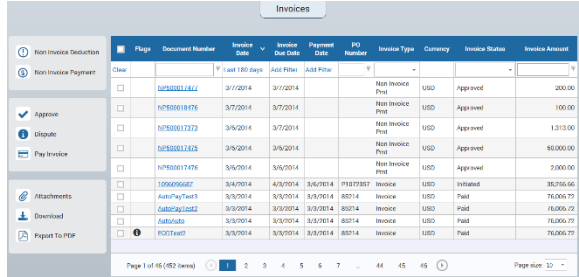
ALL

Invoice

Non Invoice Pmt

Pre Invoice

❖ **Note:** A combination of these of searches can be used.
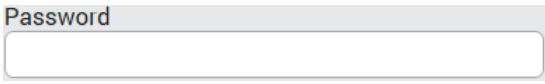
STEP	ACTION	RESULT
1.	Open a list page or navigate to the Home page to display invoices. Home	A list page is displayed.
2.	Determine the best filter to apply to the search. The more precise the filter (or combination of filters) the fewer items displayed after the search is completed.	The search approach has been decided.
3.	Enter the appropriate search parameters press the Enter key. ❖ **Note**: For a date, click the apply link to perform the search. Apply	The search is completed and results are displayed. ❖ **Note**: If the search yields no results, a message is displayed. No data to display
4.	Click the Clear link. Clear	The original list prior to the search is displayed.
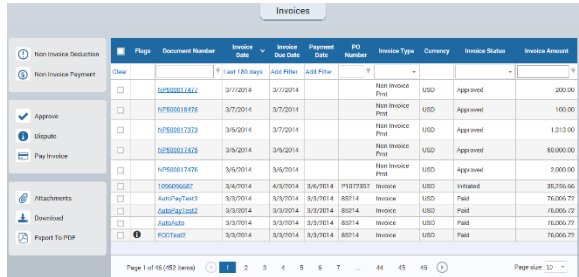
3.3 Sort List
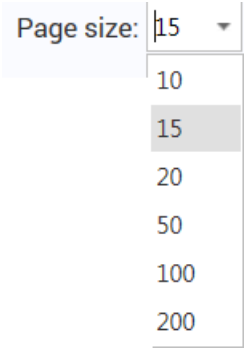
The order of the displayed items can be sorted in ascending or descending order.

STEP	ACTION	RESULT
1.	Open a list page or navigate to the Home page to display invoices. 🏠 Home	A list page is displayed.
2.	Click the column title to sort in ascending (numeric, date, or alphanumeric) order.	The list is re-sorted and the sort indicator is displayed next to the column title.
3.	Click the column title again to sort descending order.	The list is re-sorted and the sort indicator is displayed next to the column title.

3.4 Change Number of Items Displayed
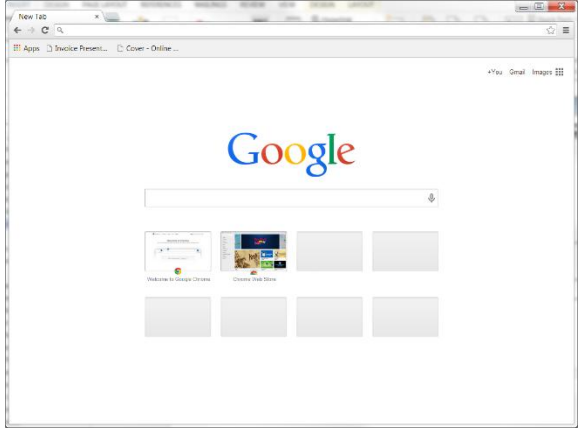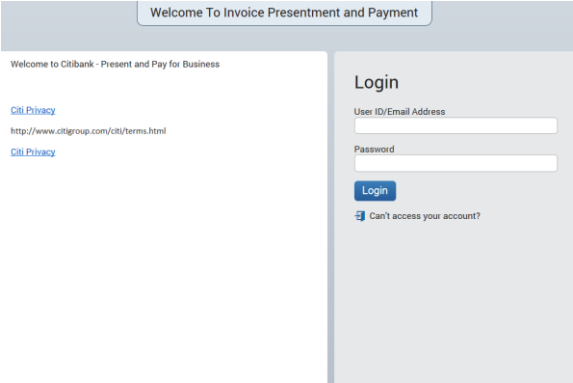
The number of items displayed can be changed. The default number is 15.
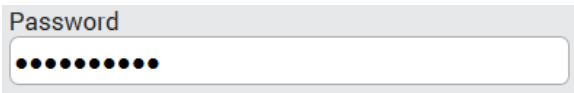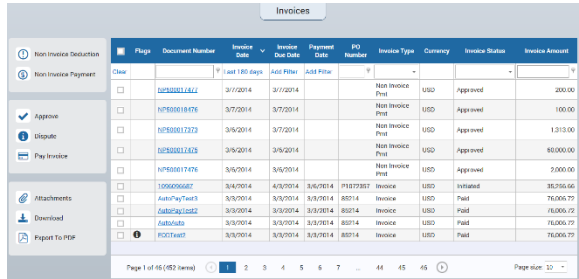
STEP	ACTION	RESULT
1.	Open a list page or navigate to the Home page to display invoices. 🏠 Home	A list page is displayed.

STEP	ACTION	RESULT
2.	Click the open icon ▾ (Lower right-hand side of the page).	The list length menu is displayed. Page size: 15 ▾ 10 15 20 50 100 200
3.	Select the number to display in the list. Page size: 200 ▾	The number of items in the list is changed to the selected number. The number of pages required for the list changes accordingly. Page 1 of 3 (454 items) ◁ **1** 2 3 ▷ ❖ **Note**: To display other pages of items, click the page number or the arrow icons.

4.0 Log in to Present and Pay
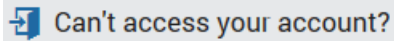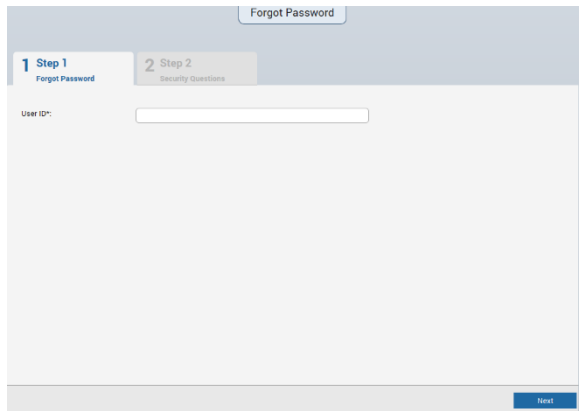
A user must log in to Present and Pay with a valid and active user account. A system administrator validates and approves those accounts and the user then completes the registration process.
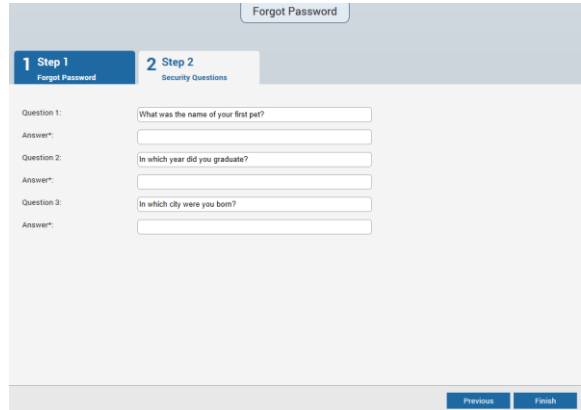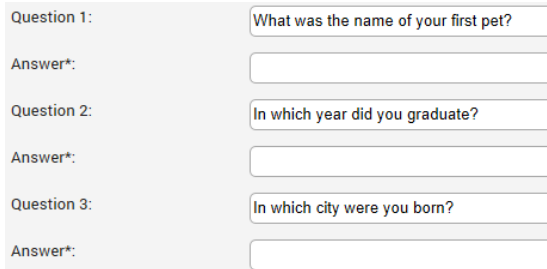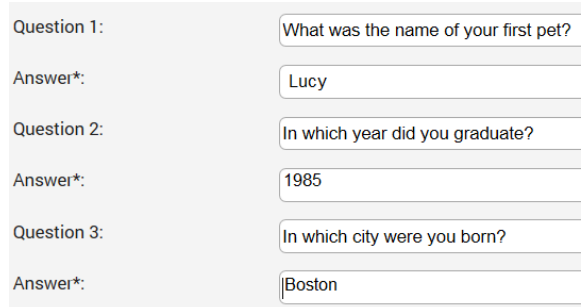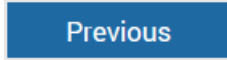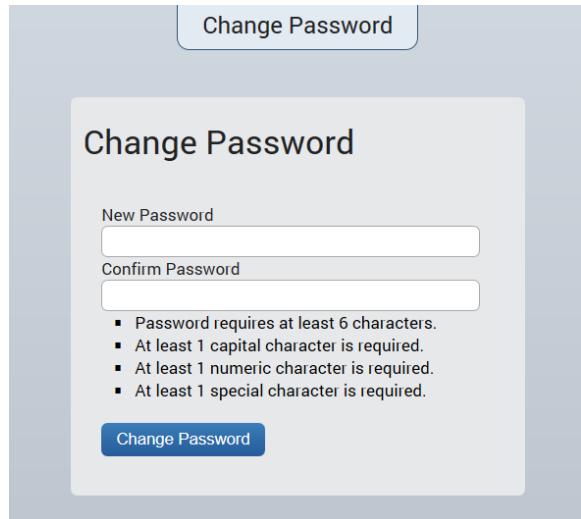
STEP	ACTION	RESULT
1.	Open an Internet browser. ❖ **Note:** The application can be used with the following Internet browsers: • Microsoft Internet Explorer (Version 9 and above is the preferred browser) • Mozilla Firefox (Version 3 and above) • Google Chrome (Version 28 and above) • Apple Safari	The home page of the browser is displayed. In this example, the browser is Microsoft Internet Explorer.
2.	Open the Present and Pay website.	The Present and Pay login page is displayed. ❖ **Note:** It is strongly recommended to add this address to the favorites list (bookmarking).
3.	Enter the user name (email address) in the User ID/Email Address field. 	The user name is displayed in the field. User ID/Email Address payeradmin@di.com
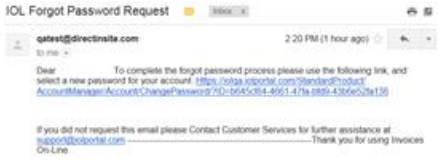
STEP	ACTION	RESULT
4.	Enter the password in the Password field. Password	The password is displayed in the field. Password •••••••••• ❖ **Note:** The password characters are hidden for security reasons.
5.	Click the Login button. **Login** ❖ **Note:** If the user attempts to log in more than six times with an incorrect password, the system prevents further login attempts and the user is locked. The user can be unlocked by resetting the password.	The user is logged in and the Invoices page is displayed.
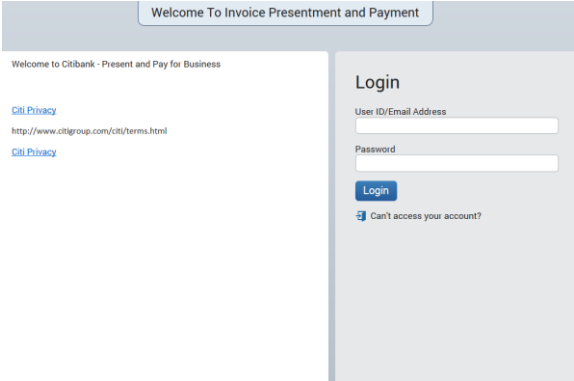
4.1 Create New Password (Forgotten Password)

If a password is forgotten, the user can create a new password.

STEP	ACTION	RESULT
1.	Click the "Can't access your account?" Link or icon. ↪ Can't access your account?	The Forgot Password, Step 1 page is displayed.
2.	Enter User ID in the User ID field. User ID*:	The user ID is displayed in the field. presentandpay@presentandpay.com

STEP	ACTION	RESULT
3.	Click the Next button. Next	The Forgot Password, Step 2 page is displayed.
4.	Enter the answers to the three security questions in the appropriate fields. 	The answers are displayed in the appropriate fields.
5.	Click the Finish button. Finish ❖ **Note:** To display the Forgot Password, Step 1 page, click the Previous button. Previous	The Change Password page is displayed.

STEP	ACTION	RESULT
6.	Enter a new password in the New Password field. New Password ❖ **Note:** The password must comply with the following conditions in order for it be valid: • It requires at least 6 characters. • At least 1 capital (uppercase) character is required. • At least 1 numeric character is required. At least 1 special character is required (!@#$%^&*).	The password is displayed in the field. New Password ●●●●●●●●●●●● ❖ **Note:** The characters are hidden for security reasons.
7.	Enter the password again in the Confirm Password field. Confirm Password	The password is displayed in the field. Confirm Password ●●●●●●●●●●●● ❖ **Note:** The characters are hidden for security reasons.
8.	Click the Change Password button. **Change Password**	The password is changed, a confirmation message is sent to the user with a link to log in to Present and Pay. Forgot Password A confirmation e-mail has been sent to the e-mail address submitted. Please follow the link in the email to change your password. If you do not receive the email, please contact support@iolportal.com
9.	Open confirmation email that indicates the password has been successfully changed.	The email is displayed. IOL Forgot Password Request qatest@directinsite.com Dear To complete the forgot password process please use the following link, and select a new password for your account. Https://ediga.iolportal.com/StandardProductAccountManager/Account/ChangePassword?ID=b645c8f4-4661-47fa-bfd9-43b6e52fa136 If you did not request this email please Contact Customer Services for further assistance at support@iolportal.com ----------------Thank you for using Invoices On-Line

STEP	ACTION	RESULT
10.	Click the link in the message. Change name 	The Login Page is displayed.

5.0 Manage Users

The payer administrator role is responsible for managing payer analysts and other payer administrators. This includes the following functions:

- Create New User
- Change User Status
- View User Profile
- Edit User Information
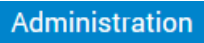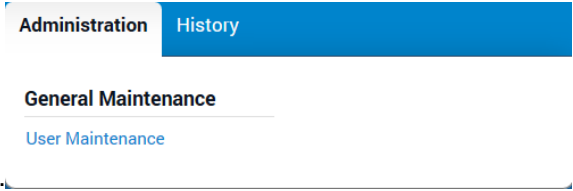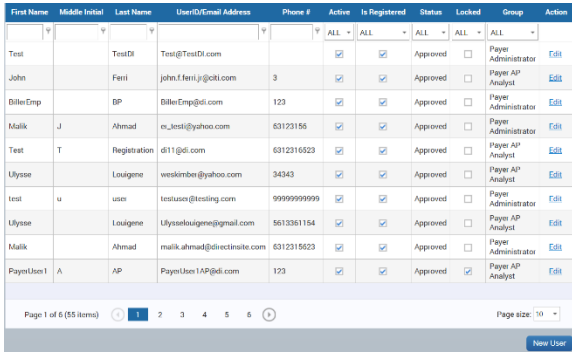
These functions are available through the user list page.
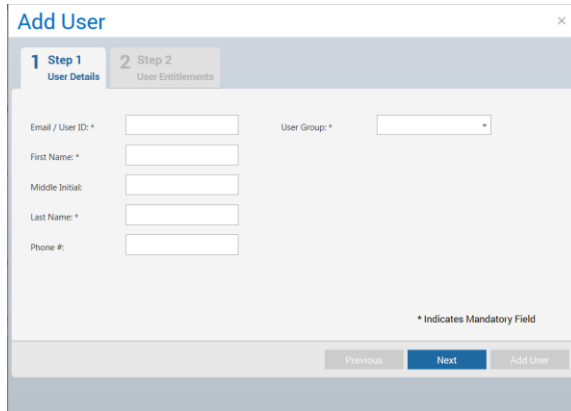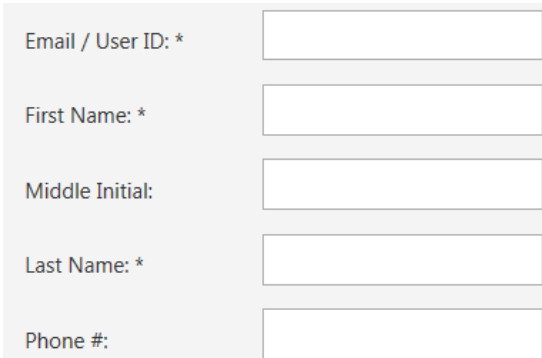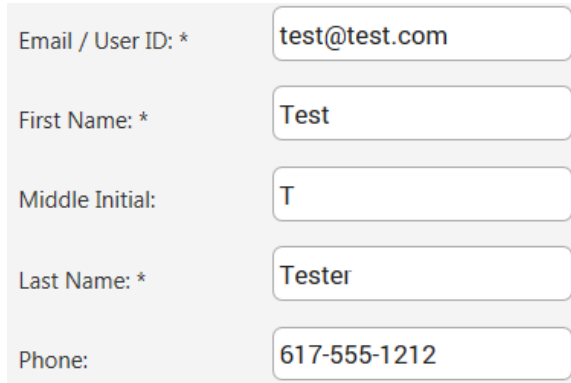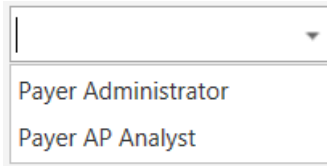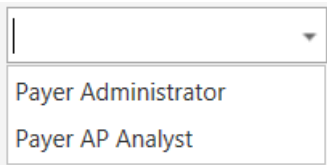
5.1 Create New User

Creating a new user is a three stage process:

1. The administrator starts the process by entering information about the user. (Steps 1-11)
2. When the administrator completes that process, the system notifies the new user via an email message. That email contains a link to a website where the user registers by entering more information. (Step 12 - further explained later)
3. When the user completes his or her own registration process, the administrator reviews the information and either approves or rejects the new user. The system notifies the user that he or she has been approved or rejected. (Steps 13-22)
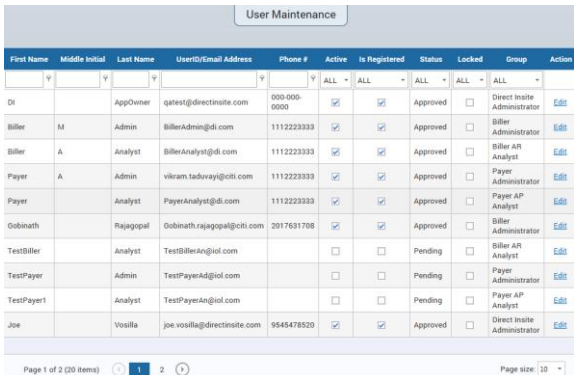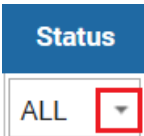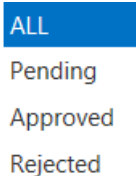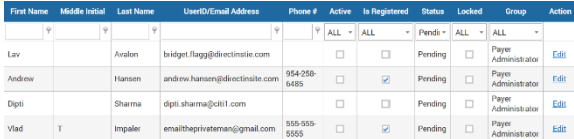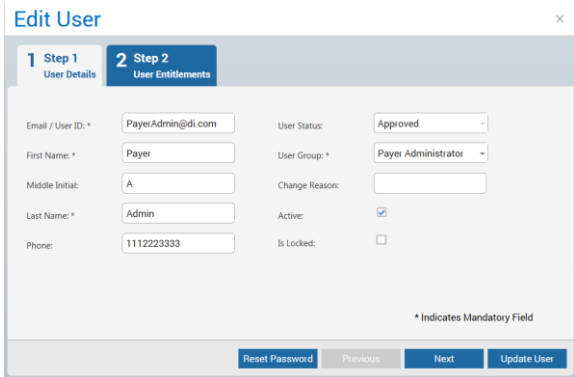
Once the administrator approves the user, that person can then log into Present and Pay.
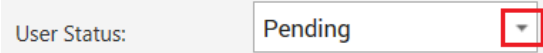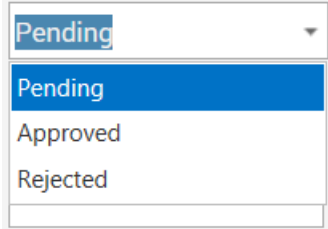
STEP	ACTION	RESULT
1.	From any Present and Pay page, click the Administration link. **Administration**	The Administration menu is displayed.
2.	Click the User Maintenance option link. **User Maintenance**	The User Maintenance page is displayed with all users listed.

STEP	ACTION	RESULT
3.	Click the New User button (bottom right of page). **New User**	The Add User, Step 1, User details window is displayed.
4.	Enter the new user information in the empty fields. Email / User ID: * First Name: * Middle Initial: Last Name: * Phone #: ❖ **Note:** The asterisk next to the field name indicates that the field is mandatory.	The information is displayed in the appropriate fields. Email / User ID: * test@test.com First Name: * Test Middle Initial: T Last Name: * Tester Phone: 617-555-1212
5.	Click the open icon in the User Group field. User Group: *	The User Group menu is displayed. Payer Administrator Payer AP Analyst
6.	Select the appropriate user group for the new user. Payer Administrator Payer AP Analyst	The selected user group is displayed in the field. Payer Administrator

STEP	ACTION	RESULT
7.	Click the Next button. **Next**	The Add User, Step 2, User Entitlements window is displayed.
8.	Click the expand entitlements icon. Business Unit / Payer Number Parent Entitlement ❖ **Note:** The icon also indicates that the entitlement is a "parent" entitlement.	The full list of available entitlements is displayed. Business Unit / Payer Number Parent Entitlement Child Entitlement 1 339082 Child Entitlement 2 550045 Page 1 of 57 (282 items)
9.	Click the check box for each of the entitlements to be added for the user. Parent Entitlement ❖ **Note:** To display additional entitlements, click the right arrow in the page display controls. Page 1 of 5 (21 items) It is also possible to search for a specific entitlement by entering the appropriate information in the search fields. Business Unit Payer Number	The selected entitlements are indicated with a check mark. ✔ Parent Entitlement ❖ **Note:** The available entitlements are based on the entitlements of the current user.

STEP	ACTION	RESULT
10.	Click the right arrow.	The entitlements are moved to the Selected Entitlements area of the window. ❖ **Note:** When a parent entitlement is selected, it's not necessary to add its child entitlements. The child entitlements are not displayed. ❖ **Note:** The user entitlements can be removed by clicking the selected entitlements and clicking the left arrow.
11.	Click the New User button.	The user is created in the system and the confirmation page is displayed. **User test@test.com added successfully.** ❖ **Note:** An email is sent to the new user so he or she can fully complete the registration process. Until the registration is completed by the new user, the account is given a status of Pending. To create additional users, repeat steps 3 through 11.
12.	The new user completes the registration process.	When that user has completed the process, he or she is ready for approval or rejection.
13.	From any Present and Pay page, click the Administration link.	The Administration menu is displayed.
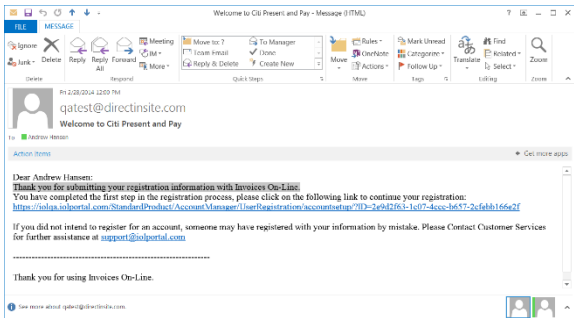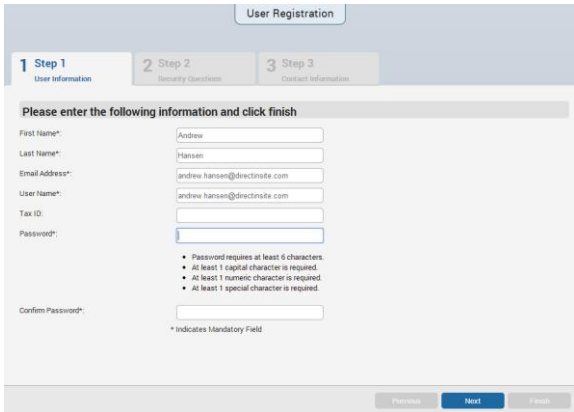
STEP	ACTION	RESULT
14.	Click the User Maintenance option link. **User Maintenance**	The User Maintenance page is displayed with all users available.
15.	In the Status column, Click the open icon in the Status search field. **Status** ALL ▼	The Status menu is displayed. **ALL** Pending Approved Rejected
16.	Select the status of Pending.	The system searches for users with the status of Pending and displays those users in a list.
17.	For the appropriate user, click the Edit link. **Edit** ❖ **Note:** If the list is long, it may be necessary to refine the search to find the specific user.	The Edit User window is displayed.
18.	Review the user information to determine if the user is to be approved or rejected.	A decision is made to either approve or reject the new user.
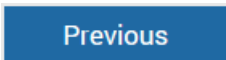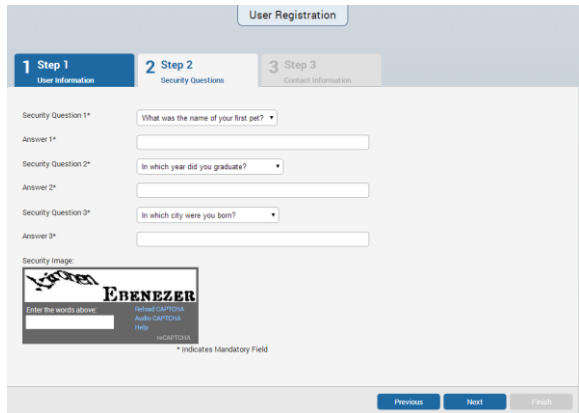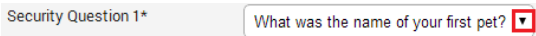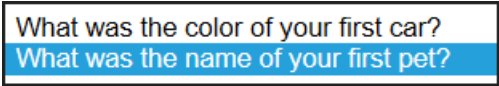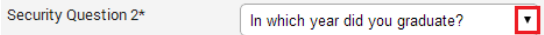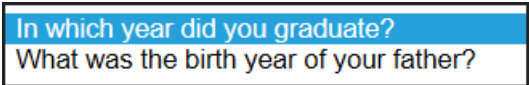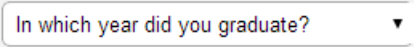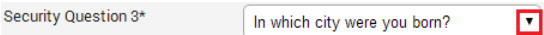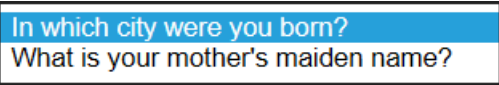
STEP	ACTION	RESULT
19.	Click the open icon in the User Status field. User Status: Pending ▼	The User Status menu is displayed. Pending ▼ Pending Approved Rejected
20.	Select Approved or Rejected. ❖ **Note:** Other changes to the user's information can be made at this point.	The selected status is displayed in the User Status field. Approved ▼
21.	If necessary, enter a reason for the change in the Change Reason field. Change Reason:	The information is displayed in the field. Valid new user
22.	Click the Update User button. Update User	The user information is updated and the status is changed to either Approved or Rejected. The User Maintenance page is displayed with a confirmation message. **User test@test.com updated successfully.** ❖ **Note:** An email message is sent to the user indicated the change in status. To approve additional users, repeat steps 16 through 22
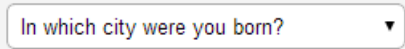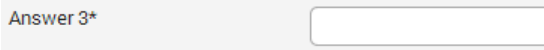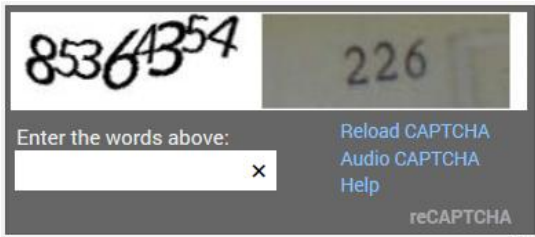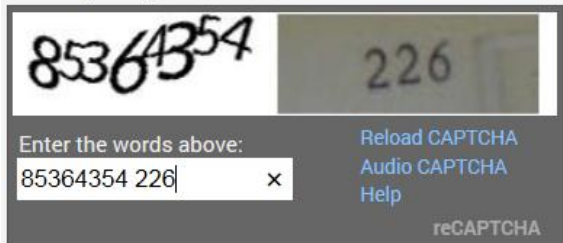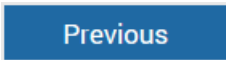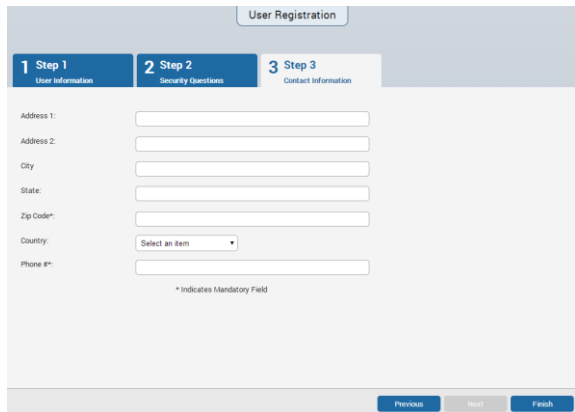
5.2 Register User

The new user must complete registration process. Once this process is completed, the administrator then approves or rejects that new user.

STEP	ACTION	RESULT

STEP	ACTION	RESULT
1.	Open confirmation email that indicates the administrator has created a new user account.	The message is displayed.
2.	Click on the link provided in the email. If the link doesn't open automatically, copy it the browser's address field.	The User Registration, Step 1 page is displayed.
3.	If necessary, enter a Tax ID number in the Tax ID field Tax ID:	The information is displayed in the field. 123456789
4.	Enter a password in the Password field. Password*: ❖ **Note:** The password must comply with the following conditions in order for it be valid: • It requires at least 6 characters. • At least 1 capital (uppercase) character is required. • At least 1 numeric character is required. • At least 1 special character is required (!@#$%^&*).	The information is displayed in the field. ●●●●●●●●●● ❖ **Note:** The characters are hidden for security reasons.

STEP	ACTION	RESULT
5.	Click the Next button. **Next** ❖ **Note:** To display the User Registration, Step 1 page, click the Previous button. **Previous**	The User Registration, Step 2 page is displayed.
6.	Click the open icon in the Security Question 1 field: Security Question 1* What was the name of your first pet? ▼	The Security Question 1 menu is displayed. What was the color of your first car? What was the name of your first pet?
7.	Select an alternate question or keep the existing question.	The question is displayed in the field. What was the name of your first pet? ▼
8.	Enter the answer to the question in the Answer 1 field. Answer 1*	The information is displayed in the field. Fido
9.	Click the open icon in the Security Question 2 field: Security Question 2* In which year did you graduate? ▼	The Security Question 2 menu is displayed. In which year did you graduate? What was the birth year of your father?
10.	Select an alternate question or keep the existing question.	The question is displayed in the field. In which year did you graduate? ▼
11.	Enter the answer to the question in the Answer 2 field.	The information is displayed in the field. 1906
12.	Click the open icon in the Security Question 3 field: Security Question 3* In which city were you born? ▼	The Security Question 3 menu is displayed. In which city were you born? What is your mother's maiden name?

STEP	ACTION	RESULT
13.	Select an alternate question or keep the existing question.	The question is displayed in the field. In which city were you born? ▼
14.	Enter the answer to the question in the Answer 3 field. Answer 3*	The information is displayed in the field. Walla Walla
15.	In available field in the Security Image, enter the characters displayed. 85364354 226 Enter the words above: [✕] Reload CAPTCHA / Audio CAPTCHA / Help reCAPTCHA ❖ **Note:** A space is required between the two sets of characters. If the characters are not legible enough, click the Reload CAPTCHA link. A different set of characters is displayed.	The information is displayed in the field. Security Image: 85364354 226 Enter the words above: 85364354 226 [✕] Reload CAPTCHA / Audio CAPTCHA / Help reCAPTCHA
16.	Click the Next button. **Next** ❖ **Note:** To display the User Registration, Step 2 page, click the Previous button. **Previous**	The User Registration, Step 3 page is displayed. User Registration 1 Step 1 User Information / 2 Step 2 Security Questions / 3 Step 3 Contact Information Address 1: Address 2: City State: Zip Code*: Country: Select an item ▼ Phone #*: * Indicates Mandatory Field Previous Next Finish
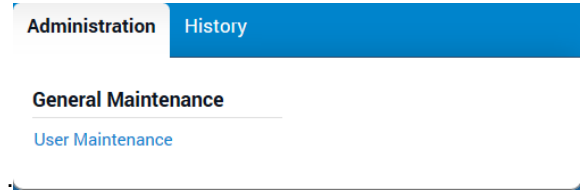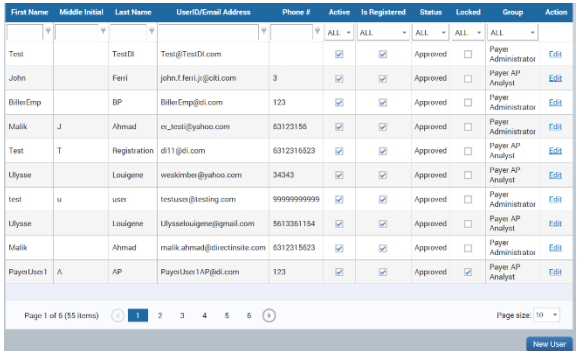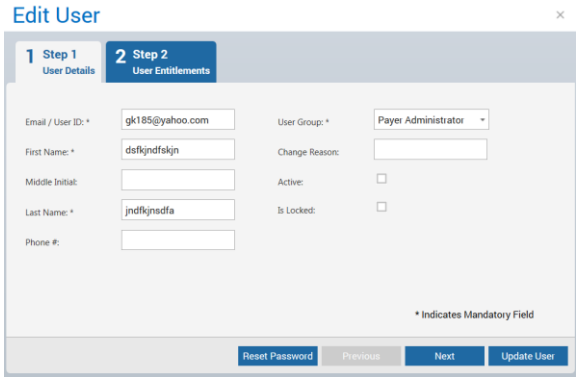
STEP	ACTION	RESULT
17.	Enter the new user contact information in the empty fields. Address 1: Address 2: City State: Zip Code*: : Country: Select an item ▼ Phone #*: ❖ **Note:** The asterisk next to the field name indicates that the field is mandatory.	The information is displayed in the appropriate fields. 200 Broward Bld Fort Lauderdale FL 33312 Select an item ▼ 555-555-5555
18.	Click the open icon in the Country field. Country: Select an item ▼	The country menu is displayed.
19.	Select the appropriate country.	The selected country is display. Country: United States ▼
20.	Click the Finish button. Finish	The registration process is finalized and the confirmation page is displayed. Registration Completed Thank you for completing your registration. Your account will be activated pending administrator review. If you need to contact support, please contact support@iolportal.com ❖ **Note:** The administrator must approve the user before Present and Pay can be accessed. The user is notified via an email message that the user account has been approved (or rejected).

5.3   Change User Status (Includes Approve)

The administrator can change a user's status to Active, Inactive, Locked, or Unlocked. If the status is changed to Inactive, the user cannot log in until the administrator manually changes the status to Active.

If an Active user attempts to log in more than six times with an incorrect password, the system prevents further login attempts and the user is locked. The user can be unlocked by resetting the password or done manually by the administrator.
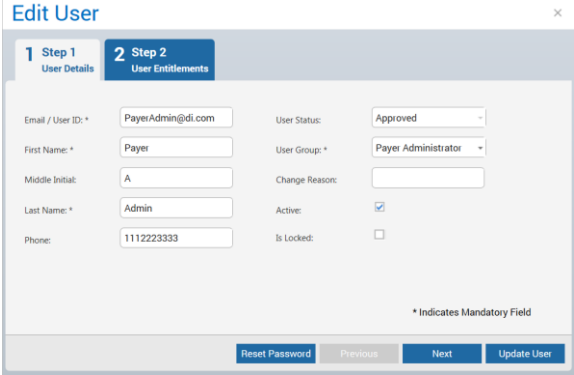
STEP	ACTION	RESULT

STEP	ACTION	RESULT
1.	From any Present and Pay page, click the Administration link. Administration	The Administration menu is displayed. **Administration**	**History** **General Maintenance** User Maintenance
2.	Click the User Maintenance option link. User Maintenance	The User Maintenance page is displayed with all users listed.
3.	For the appropriate user, click the Edit link. Edit Use the search to find the specific user. See the *Search List* section for search instructions	The Edit User, Step 1 window is displayed.
4.	Click on the checkbox to change a user status. Active: Is Locked:	When a status is selected, it is indicated by a check box. Active: ✔ Is Locked: ✔

STEP	ACTION	RESULT
5.	Click the Update User button.	The user information is updated, the Edit User window is closed, and a confirmation message is displayed in the user list.

5.4 Reset User Password

A payer administrator can reset a user's password.

STEP	ACTION	RESULT
1.	From any Present and Pay page, click the Administration link.	The Administration menu is displayed.
2.	Click the User Maintenance option link.	The User Maintenance page is displayed with all users listed.

STEP	ACTION	RESULT
3.	For the appropriate user, click the Edit link. Edit ❖ **Note**: Use the search to find the specific user. See the *Search List* section for search instructions.	The Edit User window is displayed.
4.	Click the Reset Password button. Reset Password	The user is sent a message via email stating that the password is forgotten. The email also has a link to the password change in Present and Pay. Change name
5.	The user creates a new password.	A new password is created.

5.5   View User Profile
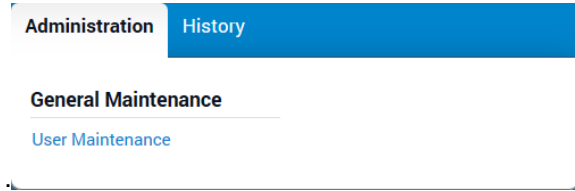
The profile of the currently logged in user can be viewed.
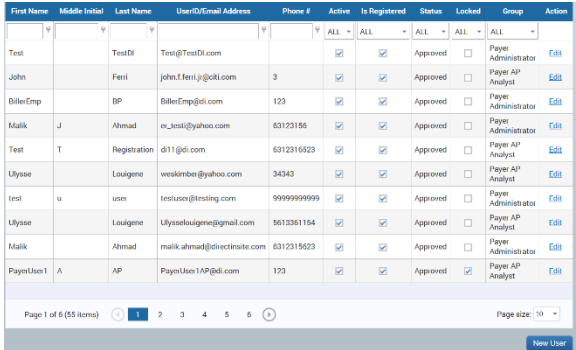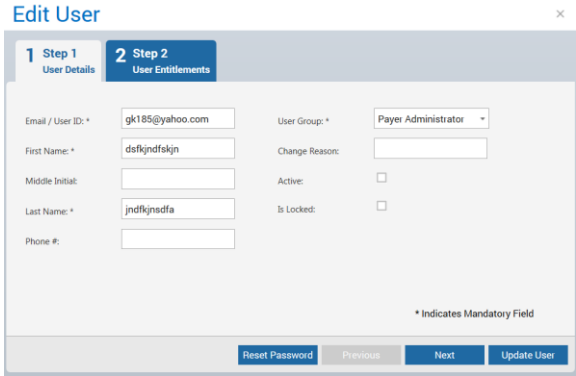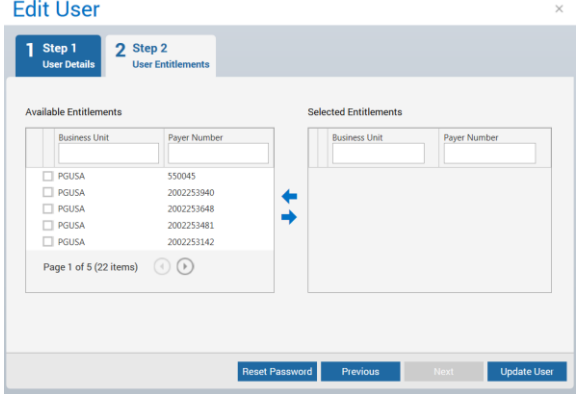
STEP	ACTION	RESULT
1.	Click the Payer Admin link (upper right-hand side of the page).	The Payer Admin menu is displayed.

STEP	ACTION	RESULT
2.	Click the User Profile link. User Profile	The profile of the current user is displayed.
3.	Click the View link in the Entitlement column. View	The User Entitlements Window is displayed.
4.	Click the Close icon. ✕	The User Entitlements window is closed.

5.6 Edit User Information

Existing user information can be changed.

STEP	ACTION	RESULT
1.	From any Present and Pay page, click the Administration link. Administration	The Administration menu is displayed.

STEP	ACTION	RESULT
2.	Click the User Maintenance option link. **User Maintenance**	The User Maintenance page is displayed with all users listed.
3.	For the appropriate user, click the Edit link. **Edit** Use the search to find the specific user. See the *Search List* section for search instructions	The Edit User, Step 1 window is displayed.
4.	Review and edit the appropriate user detail fields as necessary.	The updated information is displayed in the edited fields.
5.	Click the Next button. **Next**	The Edit User, Step 2 window is displayed.
6.	Review and edit the User Entitlements as necessary.	The User Entitlements are updated.

STEP	ACTION	RESULT
7.	Click the Update User button. **Update User**	The user information is updated, the Edit User window is closed, and a confirmation message is displayed in the user list.

6.0   Manage Invoices & Non-Invoice Payments

The payer administrator is responsible for managing invoices and non-invoice payments. This includes the following functions:

- View Detail
- Approve
- Add Non-Invoice Deduction
- Download to .xls
- Add Attachment
- View Attachment(s)
- Export to PDF

These functions are available through the invoice list page (home page).
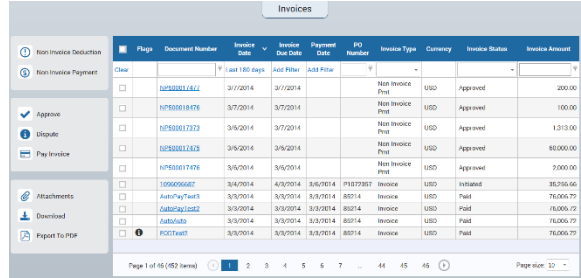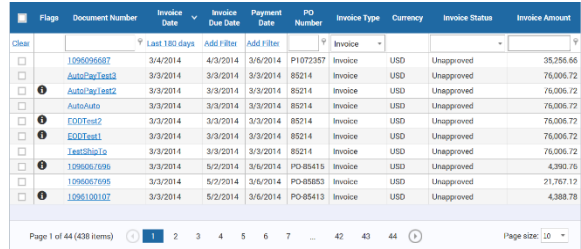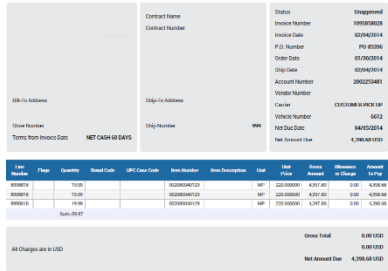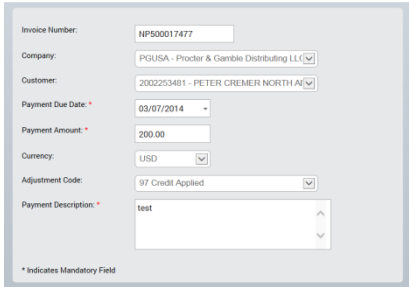
Invoice and Non-Invoice Payment Statuses:
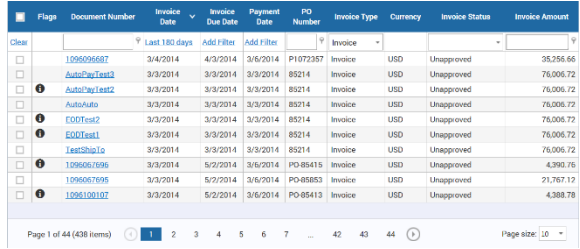
Status	Description
Unapproved	Assigned as soon as invoice or non-invoice payment is loaded.
Approved	The payer analyst or administrator reviews the invoice and approves it if it is valid. Once approved, a payment can be initiated. There are also invoices that are automatically approved. When a payment is returned, the invoice or non-invoice payment is given this status for review and repayment.
Initiated	Assigned by system as soon as payment is scheduled. The payment can be cancelled up to 3:00PM on the day it is scheduled to be paid.
Partially Paid	Assigned by system when the partial amount is paid and past the cutoff time on the scheduled date.
Paid	Assigned by system when the payment is past the cutoff time on the scheduled date.
Paid by other	Assigned manually by biller admin
Pending	Assigned manually by biller admin

6.1   View Detail

A detailed view of the invoice or non-invoice payment is available.
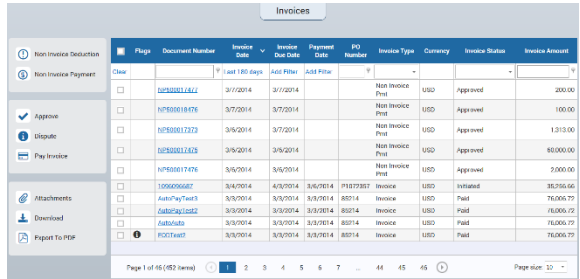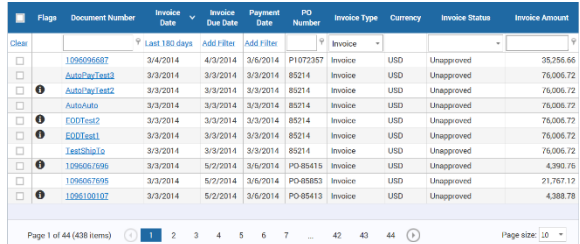
STEP	ACTION	RESULT
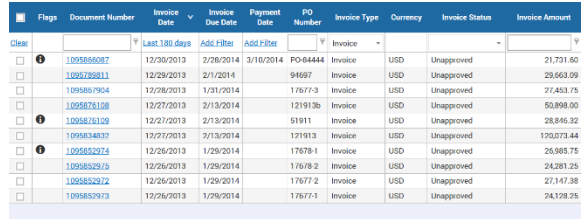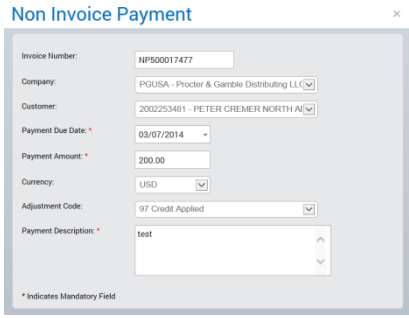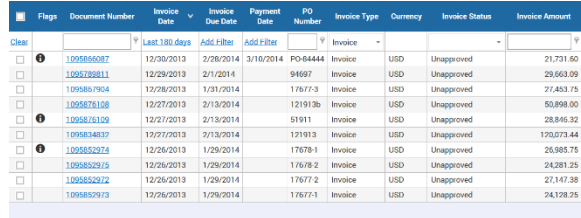
STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non-invoice payments and Pre Invoices.
2.	Search for the invoice or non-invoice payment to be displayed. ❖ **Note**: See the *Search List* section for search instructions.	The results of the search are displayed.
3.	Click the invoice (document) number link. **1096009208**	The invoice detail is displayed. Non-Invoice Payment detail.

STEP	ACTION	RESULT
4.	Click the Home icon or link.	The list of invoices or non-invoice payment is displayed.
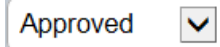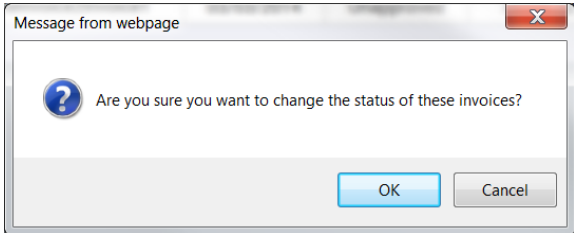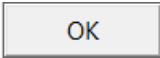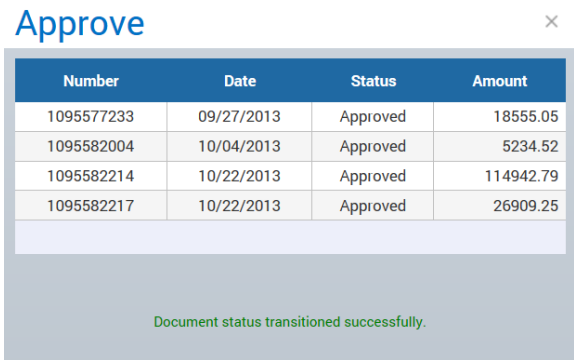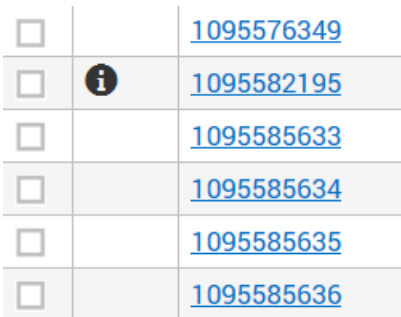
6.2   Approve
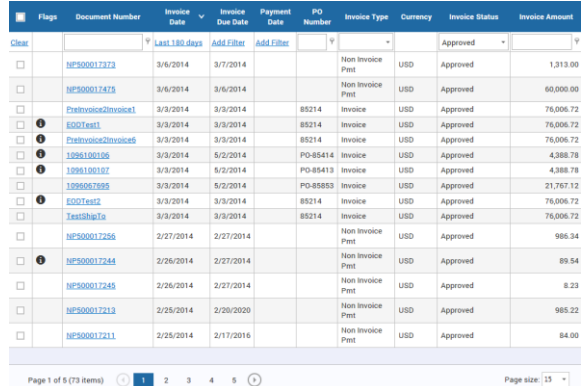
This is the process of reviewing and approving invoices or non-invoice payments.

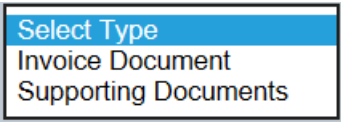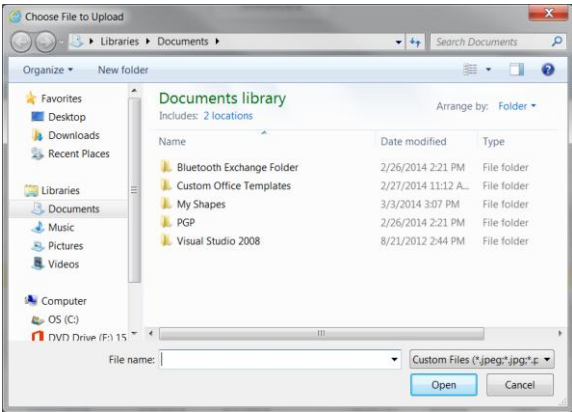| STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Search for invoices or non-invoice payments with a status of Unapproved. ❖ **Note**: See the *Search List* section for search instructions.	All invoices or non-invoice payments with a status of Unapproved are displayed.

STEP	ACTION	RESULT
3.	If necessary, search for the list of invoices or non-invoice payments to be approved in this session.	The list of specific invoices or non-invoice payments to be approved is displayed.
4.	Click the Document Number of the individual invoice or non-invoice payment to be reviewed for approval. **1095866087**	The invoice detail is displayed. Non-Invoice Payment detail.
5.	Review the invoice or non-invoice payment to determine if it can be approved. ❖ **Note**: A dispute can be added to the invoice if necessary. See the *Manage Disputes* section for instructions.	The invoice or non-invoice payment is determined to be approvable.
6.	Click the Home icon or link. 	The invoice list is displayed. ❖ **Note**: The list maintains its search results.
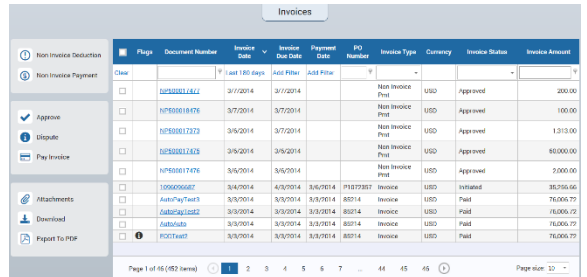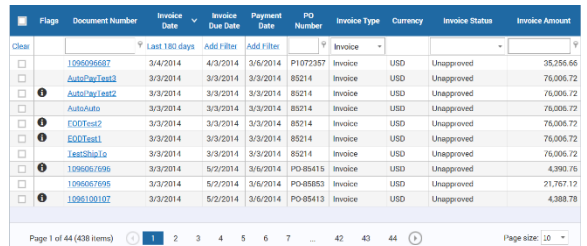
STEP	ACTION	RESULT
7.	If the invoice or non-invoice payment is valid, select it by clicking the checkbox. ☐ 1095576349 ☐ 1095577233 ☐ 1095582004 ☐ ❶ 1095582195 ☐ ❶ 1095582214 ☐ ❶ 1095582217	The invoice or non-invoice payment is selected. A selected invoice is highlighted in yellow and the checkbox contains a check mark. ☐ 1095576349 ☑ 1095577233 ☐ 1095582004 ☐ ❶ 1095582195 ☐ ❶ 1095582214 ☐ ❶ 1095582217
8.	Repeat steps 4 through 7 to review additional invoices.	Additional invoices or non-invoice payments are selected for approval. ☐ 1095576349 ☑ 1095577233 ☑ 1095582004 ☐ ❶ 1095582195 ☑ ❶ 1095582214 ☑ ❶ 1095582217 ❖ **Note**: Up to 10 invoices or non-invoice payments can be selected.
9.	Click the Approve icon. ✔ Approve	The Approve window is displayed with the selected invoices or non-invoice payments. **Approve** ✕ | Number	Date	Status	Amount
---	---	---	---
1095577233	09/27/2013	Unapproved	18555.05
1095582004	10/04/2013	Unapproved	5234.52
1095582214	10/22/2013	Unapproved	114942.79
1095582217	10/22/2013	Unapproved	26909.25	 Select Status ∨ Save
10.	Click the open menu icon in Select Status field. ∨	The Status menu is displayed. Select Status Approved
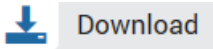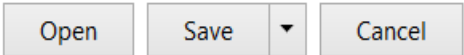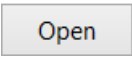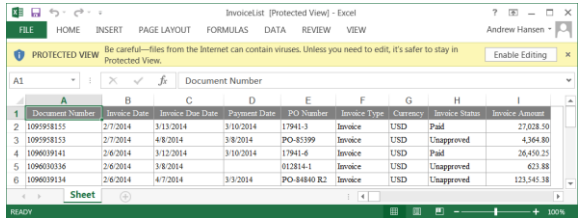
STEP	ACTION	RESULT
11.	Select the Approved status.	The status is displayed in the field. Approved ▽
12.	Click the Save button. Save	The status change confirmation popup is displayed. Message from webpage ❓ Are you sure you want to change the status of these invoices? OK Cancel
13.	Click the OK button. OK	The status of the invoice(s) or non-invoice payment(s) is changed to Approved and a confirmation window is displayed. **Approve** ✕ <table><tr><td>Number</td><td>Date</td><td>Status</td><td>Amount</td></tr><tr><td>1095577233</td><td>09/27/2013</td><td>Approved</td><td>18555.05</td></tr><tr><td>1095582004</td><td>10/04/2013</td><td>Approved</td><td>5234.52</td></tr><tr><td>1095582214</td><td>10/22/2013</td><td>Approved</td><td>114942.79</td></tr><tr><td>1095582217</td><td>10/22/2013</td><td>Approved</td><td>26909.25</td></tr></table>Document status transitioned successfully.
14	Close the close window icon. ✕	The Approve window is closed and the approved invoices or non-invoice payments are no longer displayed in the unapproved invoice list. ☐ 1095576349 ☐ ⓘ 1095582195 ☐ 1095585633 ☐ 1095585634 ☐ 1095585635 ☐ 1095585636

STEP	ACTION	RESULT
15.	When all the invoices in the session have been approved and the status requires review, search for invoices and non-invoice payments with a status of approved.	The search results are displayed in the invoice list.

6.3   Download to XLS File
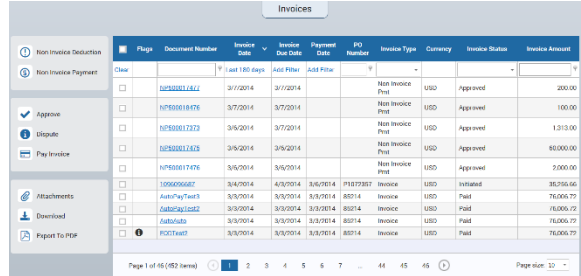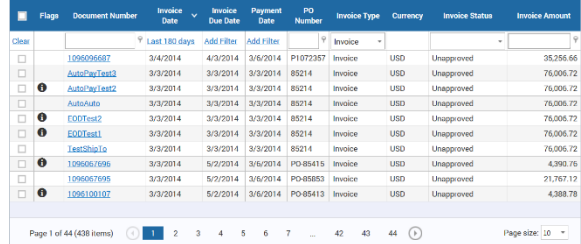
Invoices or non-invoice payments can be downloaded to an .xls file. To open the downloaded file, a spreadsheet application that can open an .xls is required on the destination workstation.
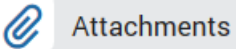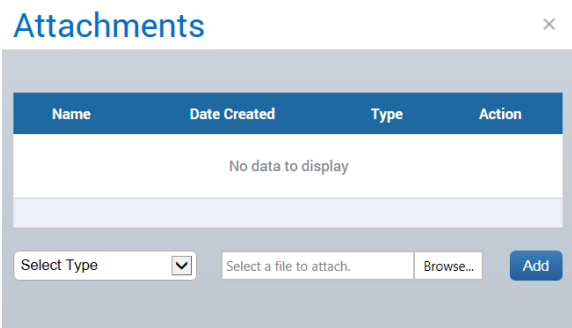
STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Use the search function to display to invoice(s) or non-invoice payment(s) to be downloaded. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the invoice list.
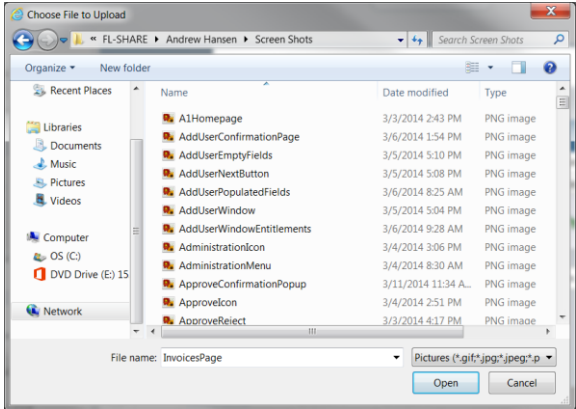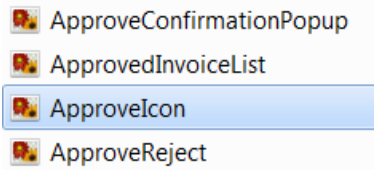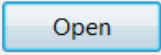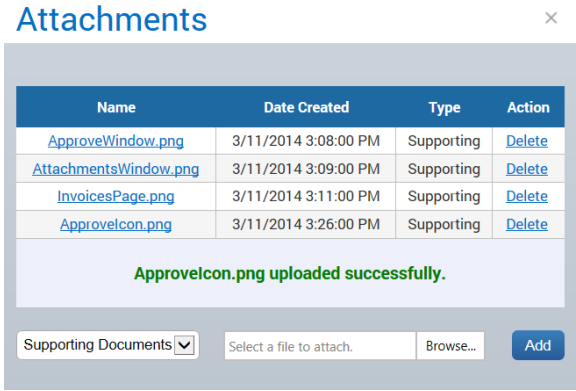
STEP	ACTION	RESULT
3.	If the invoice or non-invoice payments is to be downloaded, select it by clicking the checkbox.	The invoice or non-invoice payment is selected. A selected invoice is highlighted in yellow and the checkbox contains a check mark.
4.	Repeat Step 3 to select additional invoices or non-invoice payments.	Additional invoices or non-invoice payments are selected for downloading.
3.	Click the Download icon.	The browser displays a prompt to open or save the file.
4.	Click the Open button	The spreadsheet application is started and the downloaded file is opened.
5.	If required, save the file to a network or a local workstation.	The file is saved.

6.4   Add Attachment

Files can be attached to an invoice.
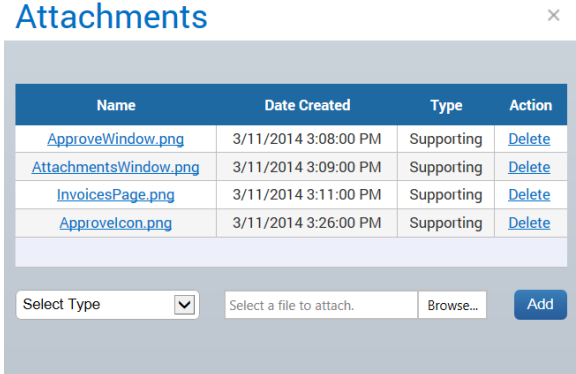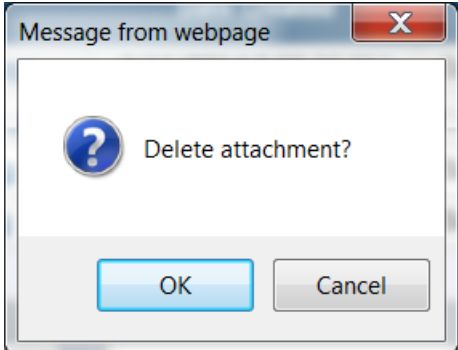
STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Use the search function to display the invoice or non-invoice payment that will receive the attachment. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the invoice list.
3.	If the invoice or non-invoice payment is to receive an attachment, select it by clicking the checkbox. 	The invoice or non-invoice payment is selected. A selected invoice or non-invoice payment is highlighted in yellow and the checkbox contains a check mark.

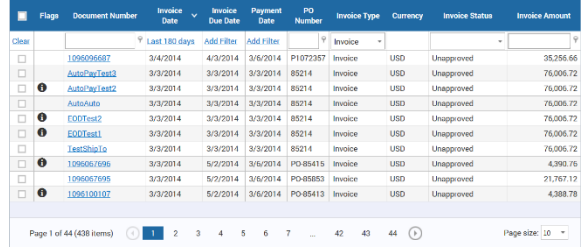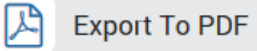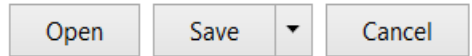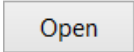| STEP	ACTION	RESULT
4.	Click the Attachments logo.	The Attachments window is displayed.
5.	Click the open menu icon in Select Type field.	The attachments menu is displayed.
6.	Select attachment type.	The selected type is displayed in the field.
7.	Click the Browse button.	The Choose File to Upload window is displayed.
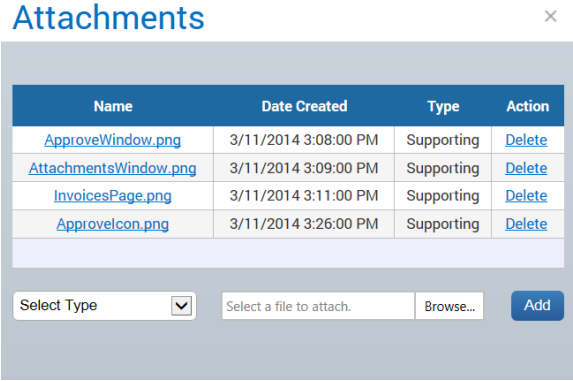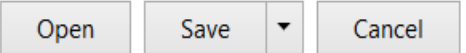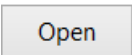
STEP	ACTION	RESULT
8.	Navigate to the folder where the file is located.	The folder is opened and the list of files is displayed.
9.	Click the file to be attached. ❖ **Note**: Only .jpeg, .jpg, .png. .pdf, .msg file types are accepted.	The file is selected.
10.	Click the Open button. 	The Windows Explorer window is closed and the file name is displayed in the browse field. ❖ **Note**: The field can be cleared by clicking the cancel icon.
11.	Click the Add button. 	The file is attached to the invoice or non-invoice payment, added to the list of attachments in the Attachments window, and a confirmation message is displayed in the window.

STEP	ACTION	RESULT
12.	Repeat steps 5 through 11 to attach additional files to the Invoice.	The files are attached to the invoice or non-invoice payment.
13.	Click the close icon	The Attachments window is closed and an Attachments icon is displayed next to the invoice. 1095958153

6.5   View Attachment(s)
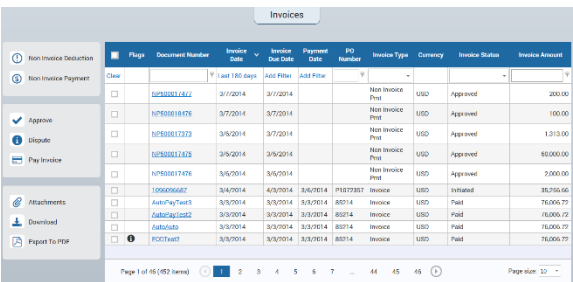
Once attached, an attachment can be viewed.
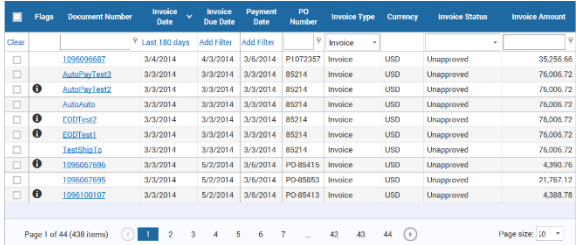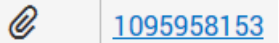
STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Use the search function to display the invoice or non-invoice payment with the attachment(s) to view. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the invoice list. Invoices or non-invoice payment with attachments are indicated with the Attachments icon. 1095958153
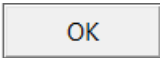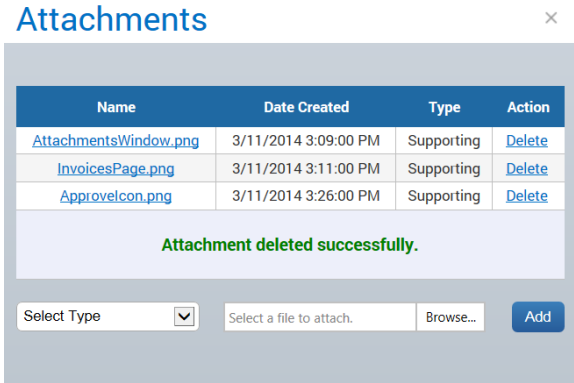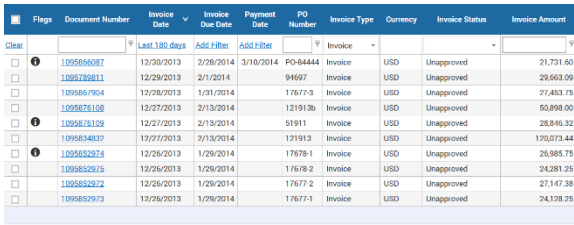
STEP	ACTION	RESULT
3.	Click the Attachments icon.	The Attachments window is displayed.
4.	Click the attachment link to display. ApproveWindow.png	The browser displays a prompt to open or save the file.
5.	Click the Open button Open	Depending on the file format, the attachment is opened with the appropriate software application.
6.	If required, save the file to a network or a local workstation.	The file is saved.

6.6   Delete Attachment(s)

Attachments can be deleted from invoices and non-invoice payments.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.

STEP	ACTION	RESULT
2.	Use the search function to display the pre invoice with the attachment(s) to view. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the invoice list. Invoices with attachments are indicated with the Attachments icon.
3.	Click the Attachments icon. 	The Attachments window is displayed.
4.	Click the Delete link for the appropriate attachment. Delete	The delete attachment confirmation popup is displayed.

STEP	ACTION	RESULT
5.	Click the OK button. OK	The attachment is deleted and removed from the attachment list and a confirmation message is displayed. **Attachments** ✕ 	Name	Date Created	Type	Action	 	AttachmentsWindow.png	3/11/2014 3:09:00 PM	Supporting	Delete	 	InvoicesPage.png	3/11/2014 3:11:00 PM	Supporting	Delete	 	ApproveIcon.png	3/11/2014 3:26:00 PM	Supporting	Delete	 **Attachment deleted successfully.** Select Type ▼ Select a file to attach. Browse… Add
6.	Click the close window icon. ✕	The Attachments window is closed and list of invoices is displayed.

6.7   Export to PDF

An invoice or non-invoice payment can be exported to a PDF file.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.

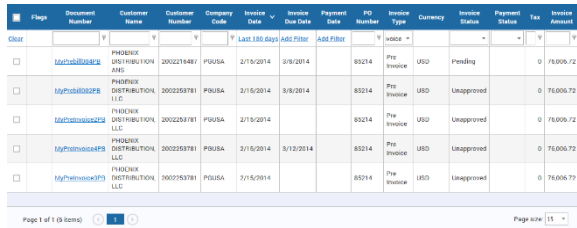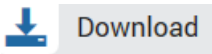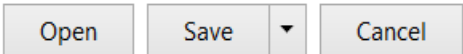| STEP	ACTION	RESULT
2.	Use the search function to display the invoice or non-invoice payment to be exported to a PDF. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the invoice list.
3.	If the invoice or non-invoice payment is to be exported, select it by clicking the checkbox. 	The invoice or non-invoice payment is selected. A selected invoice or non-invoice payment is highlighted in yellow and the checkbox contains a check mark.
4.	Click the Export To PDF icon. 	The browser displays a prompt to open or save the file.
5.	Click the Open button 	The invoice or non-invoice payment is displayed as a PDF in a separate browser window.

STEP	ACTION	RESULT
6.	If required, save the file to a network or a local workstation.	The file is saved.

7.0 Manage Pre Invoices

The payer administrator is responsible for managing pre invoices. This includes the following functions:
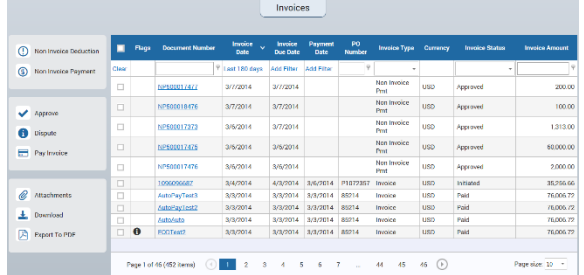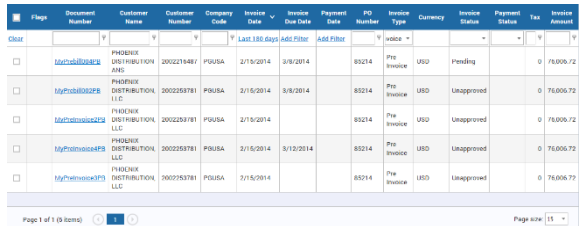
- View Detail
- Download to .xls
- Add Attachment
- View Attachment(s)
- Delete Attachment(s)
- Export to PDF
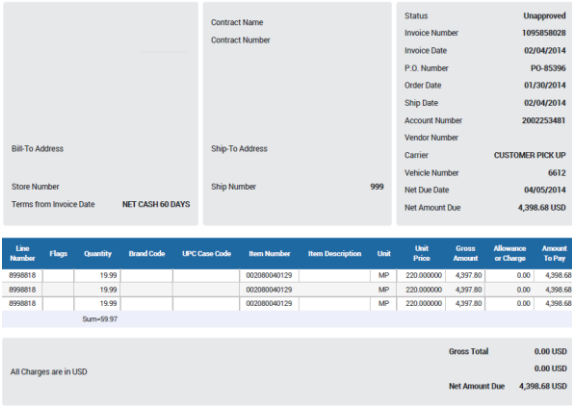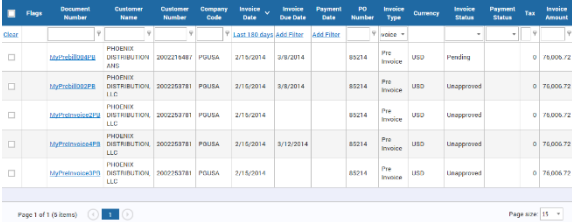
These functions are available through the invoice list page (home page).

❖ **Note**: Once loaded, a pre invoice is available for 14 calendar days and expires on the following business day.

7.1 View Pre Invoice Detail
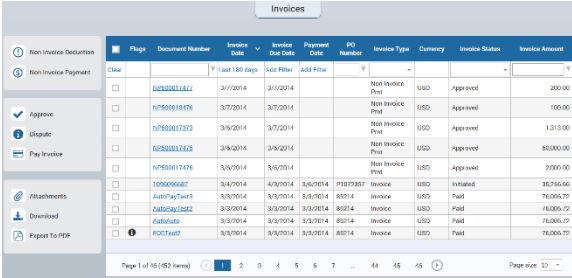
A detailed view of the pre invoice is available.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Search for the pre invoice to be displayed. ❖ **Note**: See the *Search List* section for search instructions.	The results of the search are displayed.
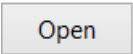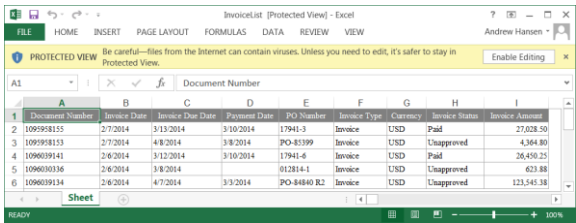
STEP	ACTION	RESULT
3.	Click the pre invoice (document) number link. 1096009208	The pre invoice detail is displayed.
4.	Click the Home icon or link. Home	The list of invoices is displayed.

7.2 Download Pre Invoice(s)

Pre invoices can be downloaded to an .xls file. To open the downloaded file, a spreadsheet application that can open an .xls is required on the destination workstation.
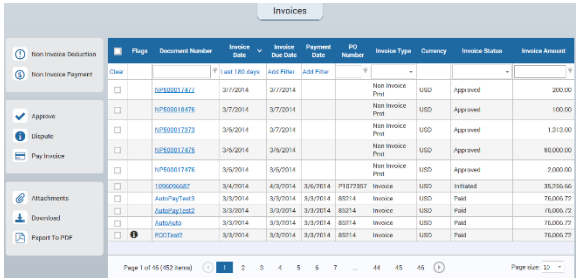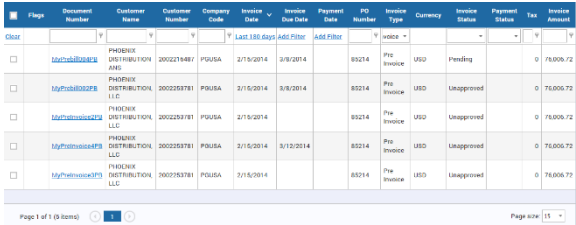
STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
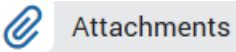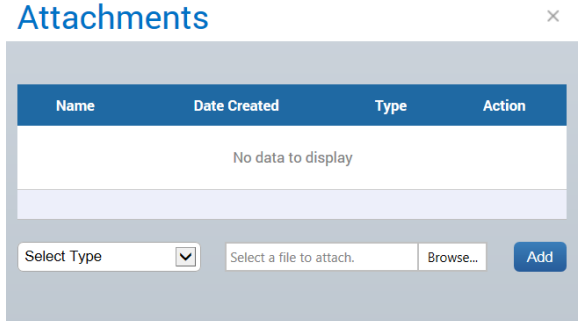
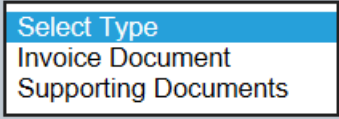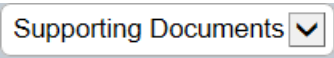| STEP	ACTION	RESULT
2.	Use the search function to display to pre invoice(s) to be downloaded. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the invoice list.
3.	If the pre invoice is to be downloaded, select it by clicking the checkbox. 	The pre invoice is selected. A selected pre invoice is highlighted in yellow and the checkbox contains a check mark.
4.	Repeat Step 3 to select additional pre invoices payments.	Additional pre invoices are selected for downloading.
3.	Click the Download icon. 	The browser displays a prompt to open or save the file.

STEP	ACTION	RESULT
4.	Click the Open button	The spreadsheet application is started and the downloaded file is opened.
5.	If required, save the file to a network or a local workstation.	The file is saved.
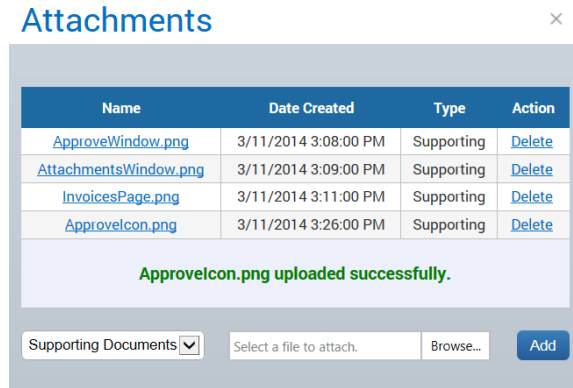
7.3   Add Attachment to Pre Invoice

Files can be attached to a pre invoice.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Use the search function to display the pre invoice that will receive the attachment. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the pre invoice list.
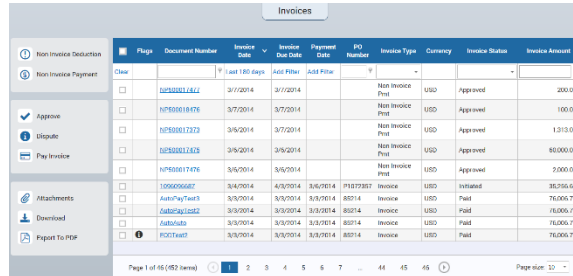
STEP	ACTION	RESULT
3.	If the pre invoice is to receive an attachment, select it by clicking the checkbox. ☐ 1095576349 ☐ 1095577233 ☐ 1095582004 ☐ ❶ 1095582195 ☐ ❶ 1095582214 ☐ ❶ 1095582217	The pre invoice is selected. A selected pre invoice highlighted in yellow and the checkbox contains a check mark. ☐ 1095576349 ☑ 1095577233 ☐ 1095582004 ☐ ❶ 1095582195 ☐ ❶ 1095582214 ☐ ❶ 1095582217
4.	Click the Attachments logo. 🔗 Attachments	The Attachments window is displayed. **Attachments** ✕ | Name	Date Created	Type	Action | No data to display Select Type ▾ Select a file to attach. Browse… Add
5.	Click the open menu icon in Select Type field. ▾	The attachments menu is displayed. Select Type Invoice Document Supporting Documents
6.	Select attachment type.	The selected type is displayed in the field. Supporting Documents ▾

STEP	ACTION	RESULT
7.	Click the Browse button.	The Choose File to Upload window is displayed.
8.	Navigate to the folder where the file is located.	The folder is opened and the list of files is displayed.
9.	Click the file to be attached. ❖ **Note**: Only .jpeg, .jpg, .png. .pdf, .msg file types are accepted.	The file is selected.
10.	Click the Open button.	The Windows Explorer window is closed and the file name is displayed in the browse field. ❖ **Note**: The field can be cleared by clicking the cancel icon.
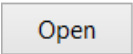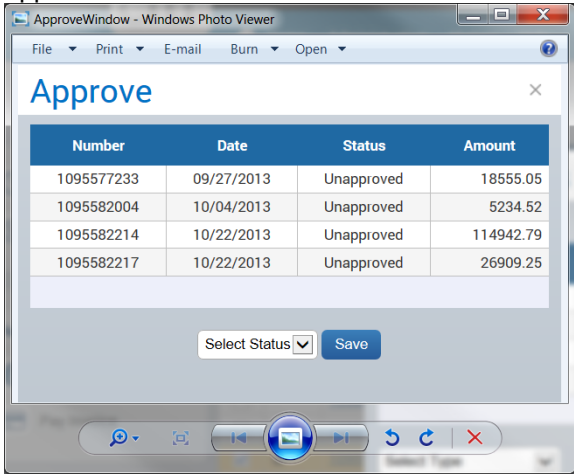
STEP	ACTION	RESULT
11.	Click the Add button. **Add**	The file is attached to the pre invoice, added to the list of attachments in the Attachments window, and a confirmation message is displayed in the window.
12.	Repeat steps 5 through 11 to attach additional files to the Invoice.	The files are attached to the pre invoice.
13.	Click the close icon	The Attachments window is closed and an Attachments icon is displayed next to the invoice. 📎 1095958153

7.4 View Pre Invoice Attachment(s)

Once associated with a pre invoice, an attachment can be viewed.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.

STEP	ACTION	RESULT
2.	Use the search function to display the pre invoice with the attachment(s) to view. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the pre invoice list. Invoices or non-invoice payments with attachments are indicated with the Attachments icon.
3.	Click the Attachments icon. 	The Attachments window is displayed.
4.	Click the attachment link to display. ApproveWindow.png	The browser displays a prompt to open or save the file.
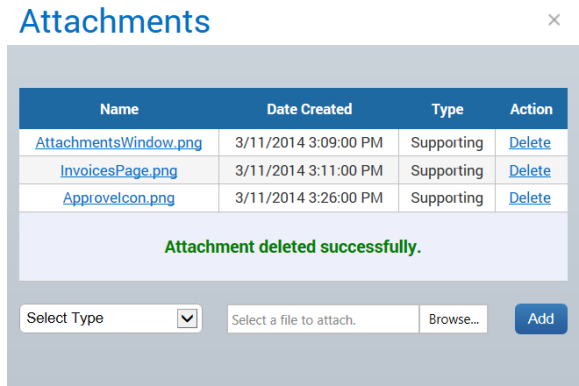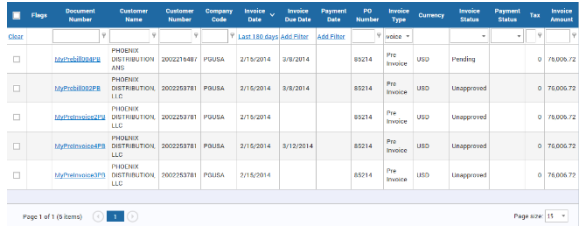
STEP	ACTION	RESULT
5.	Click the Open button	Depending on the file format, the attachment is opened with the appropriate software application.
6.	If required, save the file to a network or a local workstation.	The file is saved.

7.5 Delete Pre Invoice Attachment(s)

Attachments can be deleted from pre invoices.
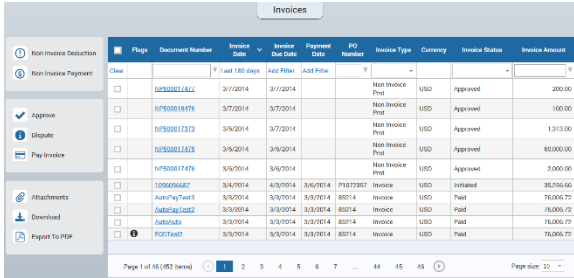
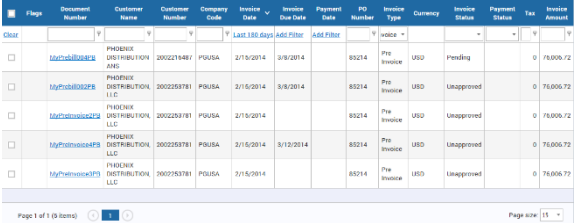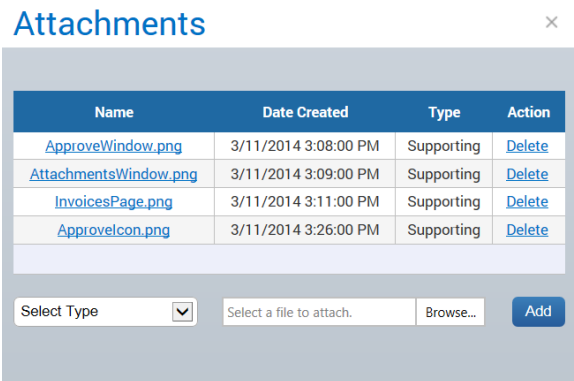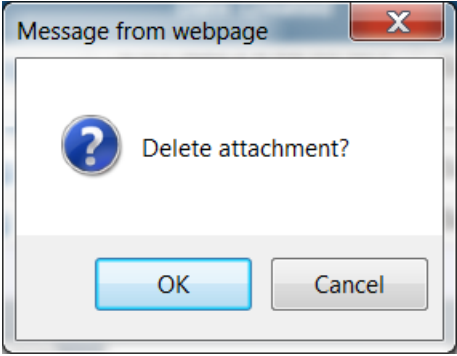| STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.

2.	Use the search function to display the pre invoice with the attachment(s) to delete. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the pre invoice list. Invoices with attachments are indicated with the Attachments icon.
3.	Click the Attachments icon. 	The Attachments window is displayed.
4.	Click the Delete link for the appropriate attachment. 	The delete attachment confirmation popup is displayed.

5.	Click the OK button. ![OK button]	The attachment is deleted and removed from the attachment list and a confirmation message is displayed.
		Attachments ✕
			Name	Date Created	Type	Action	
		|---|---|---|---|
			AttachmentsWindow.png	3/11/2014 3:09:00 PM	Supporting	Delete	
			InvoicesPage.png	3/11/2014 3:11:00 PM	Supporting	Delete	
			ApproveIcon.png	3/11/2014 3:26:00 PM	Supporting	Delete	
		Attachment deleted successfully.
		Select Type ▾ Select a file to attach. Browse... Add
6.	Click the close window icon. ✕	The Attachments window is closed and list of invoices is displayed.

7.6   Export Pre Invoice to PDF

A pre invoice can be exported to a PDF file.

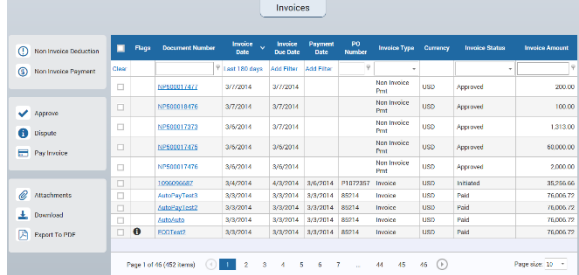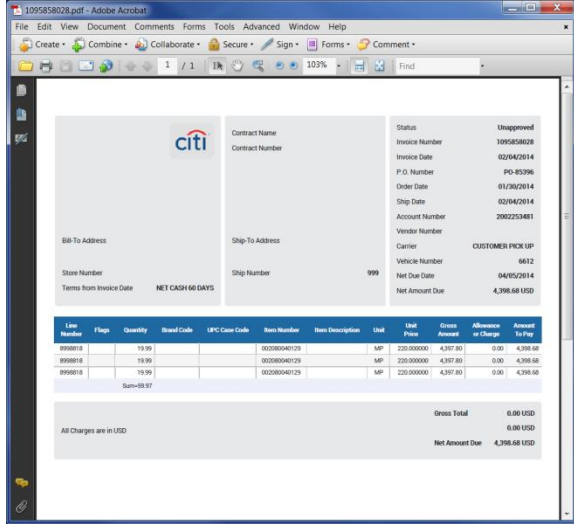| STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.

STEP	ACTION	RESULT
2.	Use the search function to display the pre invoice to be exported to a PDF. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the pre invoice list.
3.	If the pre invoice is to be exported, select it by clicking the checkbox. 	The pre invoice is selected. A selected pre invoice is highlighted in yellow and the checkbox contains a check mark. (Can you select/export multiple?)
4.	Click the Export To PDF icon. 	The browser displays a prompt to open or save the file.
5.	Click the Open button 	The pre invoice is displayed as a PDF in a separate browser window.

STEP	ACTION	RESULT
6.	If required, save the file to a network or a local workstation.	The file is saved.

8.0   Manage Payments

The payer administrator is responsible for managing invoices and non-invoice payments. This includes the following functions:
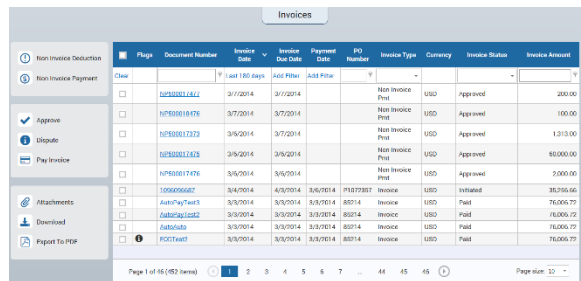
- Create New Non-voice Deduction
- Create New Payment Account
- Make Payment
- Cancel Payment
- Create New Automatic Payment
- View Payment Profile
- View Payment History
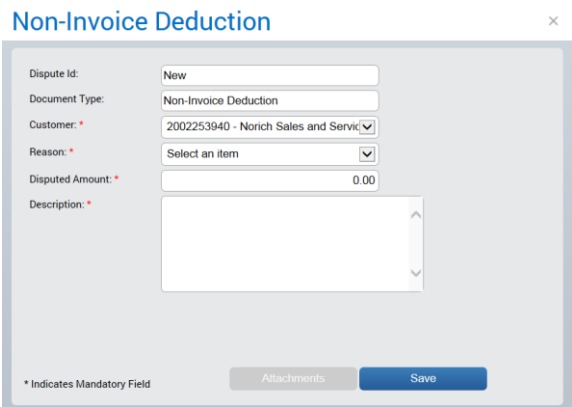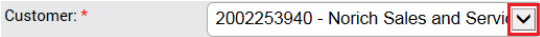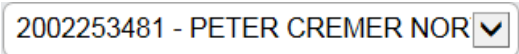
Payment Statuses:

Payment Status	Description	Corresponding Invoice Status
Initiated	When the invoice is scheduled for payment.	Initiated
Paid	Status is changed after the cutoff time on the scheduled date	Paid / Partially Paid
Returned	When there is a ACH return for the transaction	Approved
Cancel	When the transaction is cancelled by the user.	Approved/Pending
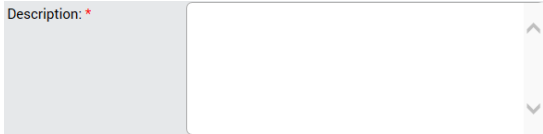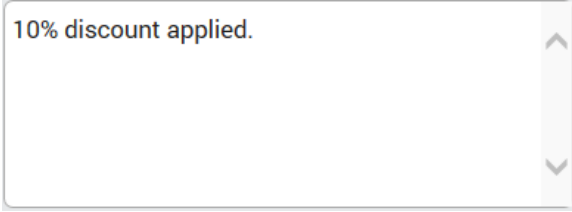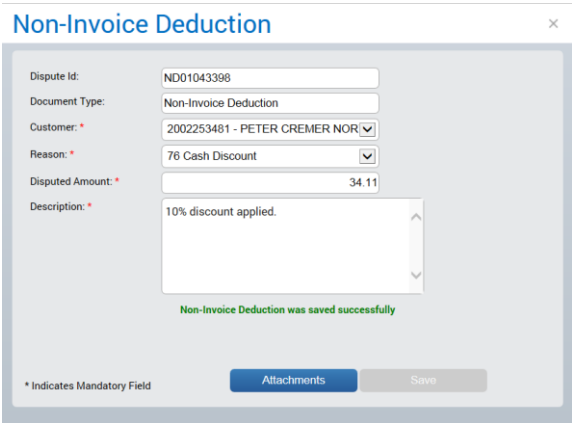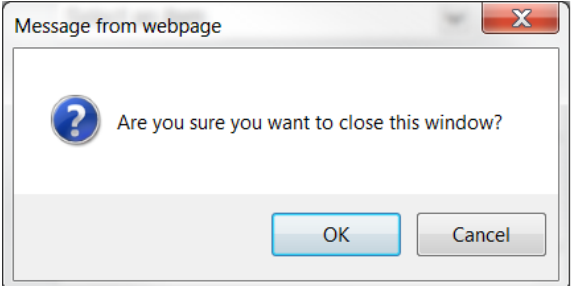
8.1   Create New Non-Invoice Deduction
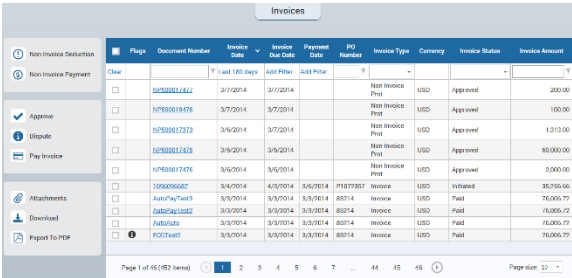
Before an invoice or non-invoice is paid, a non-invoice deduction can be applied to it. These deductions are assigned to individual customers before invoices are paid.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.

STEP	ACTION	RESULT
2.	Click the Non-Invoice Deduction icon.	The Non-Invoice Deduction window is displayed.
3.	Click the open icon in the Customer field.	The Customer menu is displayed.
4.	Select the appropriate customer for the non-invoice deduction.	The customer is displayed in the field.
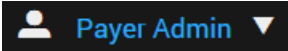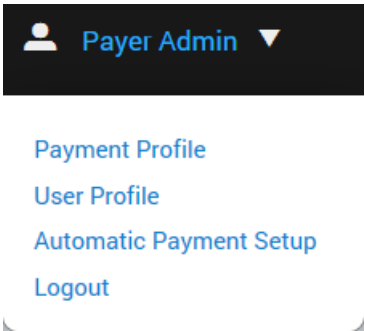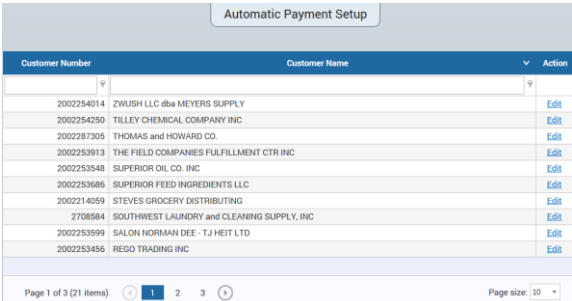
STEP	ACTION	RESULT
5.	Click the open icon in the Reason field. Reason: * Select an item [▼]	The Reason menu is displayed. The list below is an example. Select an item 01 Pricing Error 04 Damanged Item not Accepted 06 Shortage 19 Duplicate Billing 31 CPU Freight Allowance 52 BillerAdjCodeTaxRetention 53 Payment Received 55 Tax Adjustment 72 Authorized Return 76 Cash Discount 77 Allowance Off Invoice 97 Credit Applied 98 Biller Supplied General Inv Adjustment 99 Biller Supplied Line Adjustment A2 Misshipped Wrong Product A4 NonReceipt of Goods A5 Overage A8 Advertising/Promotion ALMTest Bad Data Jan Test L7 Miscellaneous Deduction Myreason New Reason Workflow Personal XQA Test 1 ZZ Other/Miscellaneous
6.	Select the appropriate reason for the non-invoice deduction.	The reason is displayed in the field. 76 Cash Discount [▼]
7.	Enter amount in Disputed Amount field. Disputed Amount: * 0.00	The amount is displayed in the field. 34.11
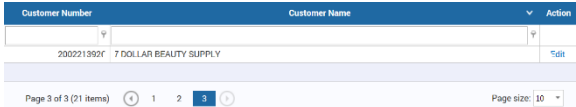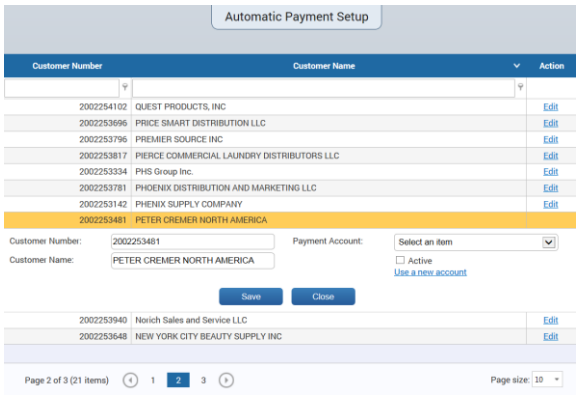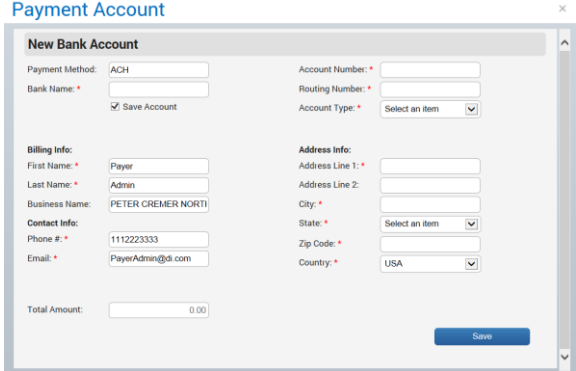
STEP	ACTION	RESULT
8.	Enter a description in the Description field. Description: *	The description is displayed in the field. 10% discount applied.
9.	Click the Save button. Save	The non-invoice deduction is created and a confirmation message is displayed. **Non-Invoice Deduction** × Dispute Id: ND01043398 Document Type: Non-Invoice Deduction Customer: * 2002253481 - PETER CREMER NOR Reason: * 76 Cash Discount Disputed Amount: * 34.11 Description: * 10% discount applied. Non-Invoice Deduction was saved successfully * Indicates Mandatory Field Attachments Save ❖ **Note**: An attachment can now be added to the non-invoice deduction. Click the Attachments button. See the *Add Attachment to Invoice* (Steps 4 through 11) section for instructions.
10.	Click the close icon. ×	The close window popup is displayed. Message from webpage ✕ ? Are you sure you want to close this window? OK Cancel

STEP	ACTION	RESULT
11.	Click the OK button. OK	The window is closed and the home page is displayed.
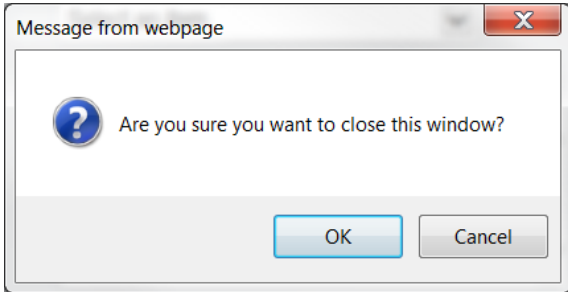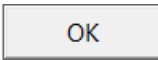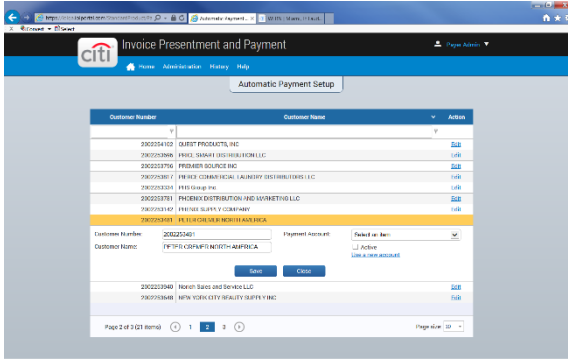
8.2 Create New Payment Account

A new payment accounts can be created prior to paying an invoice or non-invoice payment. The payment account is associated with an individual customer.

STEP	ACTION	RESULT
1.	Click the Payer Admin link. Payer Admin ▼	The Payer Admin menu is displayed. Payer Admin ▼ Payment Profile User Profile Automatic Payment Setup Logout
2.	Select the Automatic Payment Setup option. Automatic Payment Setup	The Automatic Payment Setup page is displayed.
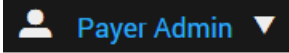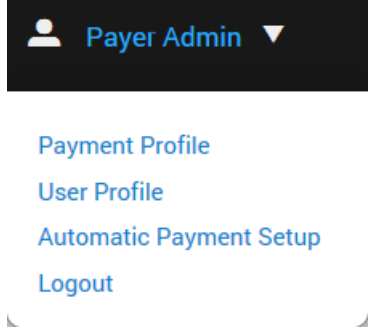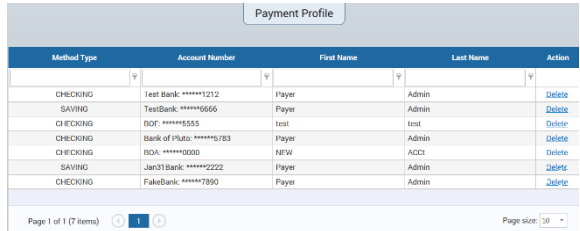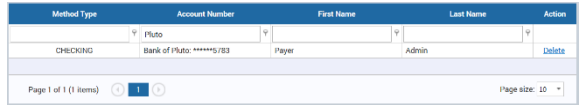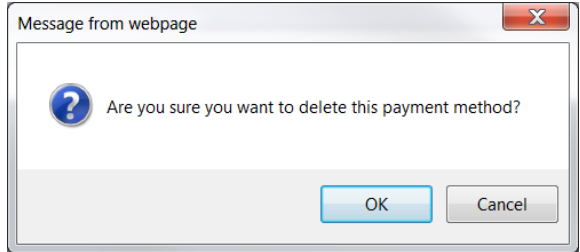
STEP	ACTION	RESULT
3.	Search for the appropriate customer. **Note**: See the *Search List* section for search instructions.	The customer list is displayed again with the search applied.
4.	Click the Edit link for the appropriate customer. Edit	The automatic payment setup is displayed for the selected customer.
5.	Click the Use a new account link. Use a new account	The Payment Account window is displayed.
6.	Enter the bank name in the Bank Name field. 	The bank name is displayed in the field. **Note**: If the account is going to be used more than once, leave the Save Account selected.
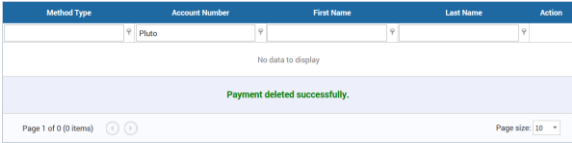
STEP	ACTION	RESULT
7.	Enter the account billing information in the Billing Info fields. **Billing Info:** First Name: * [ ] Last Name: * [ ]	The information is displayed in the fields. Change name **Billing Info:** First Name: * [Test] Last Name: * [Tester]
8.	Enter the account contact information in the Contact Info field. **Contact Info:** Phone #: * [ ] Email: * [ ]	The information is displayed in the fields. Change email **Contact Info:** Phone #: * [555-555-5555] Email: * [test@test.com]
9.	Enter account information in the appropriate fields. Account Number: * [ ] Routing Number: * [ ]	Account Number: * [998866545678] Routing Number: * [386574654]
10.	Click the open icon in the Account Type field. Account Type: * [Select an item ▼]	The account type menu is displayed. Select an item Checking Saving
11.	Select the appropriate account type.	The selection is displayed in the field. [Checking ▼]

STEP	ACTION	RESULT
12.	Enter the address information in the Address Info field. Click the open icons ⌄ to display the menu options. Click the open **Address Info:** Address Line 1: * [_____] Address Line 2: [_____] City: * [_____] State: * [Select an item ⌄] Zip Code: * [_____] Country: * [USA ⌄]	The information is displayed in the fields. **Address Info:** Address Line 1: * [500 Broward Blvd] Address Line 2: [_____] City: * [Fort Lauderdale] State: * [FL ⌄] Zip Code: * [33308] Country: * [USA ⌄]
13.	Click the Save button. [Save]	The bank account is added to the customer's accounts and a confirmation message is displayed. Phone and email should match Step8 **Bank Account was created successfully!**
14	Click the close icon. ✕	The close window popup is displayed. Message from webpage ❓ Are you sure you want to close this window? [OK] [Cancel]
15.	Click the OK button. [OK]	The window is closed and the automatic payment setup is displayed for the selected customer.

8.3 Delete Payment Account
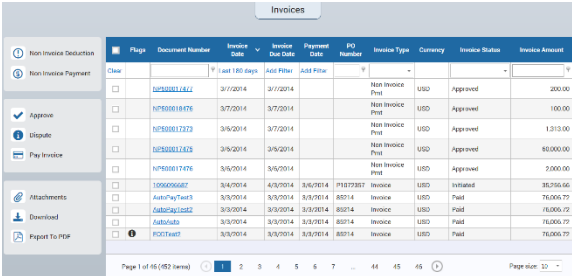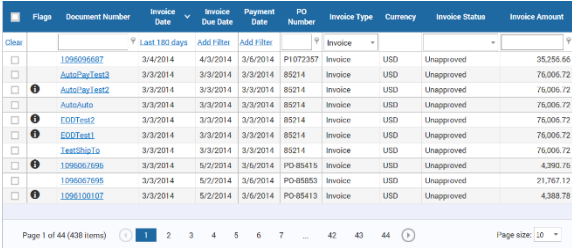
Payment accounts can be deleted. 💣**WARNING!** The payment account will be deleted permanently.
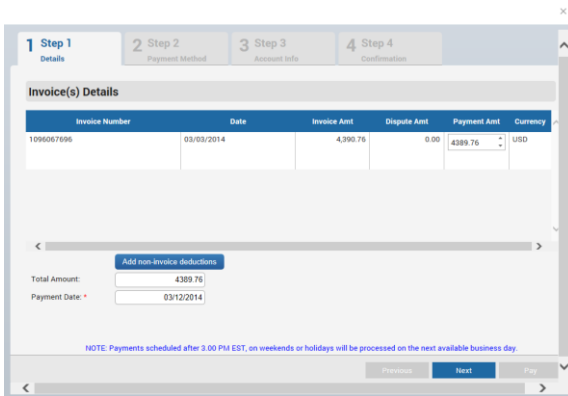
STEP	ACTION	RESULT
1.	Click the Payer Admin link. 👤 Payer Admin ▼	The Payer Admin menu is displayed. 👤 Payer Admin ▼ Payment Profile User Profile Automatic Payment Setup Logout
2.	Select the Payment Profile option. Payment Profile	The Payment Profile page is displayed.
3.	Search for the appropriate account. **Note**: See the *Search List* section for search instructions.	The account profile list is displayed again with the search applied.
4.	Click the Delete link.	The delete confirmation popup is displayed. Message from webpage Are you sure you want to delete this payment method? OK Cancel
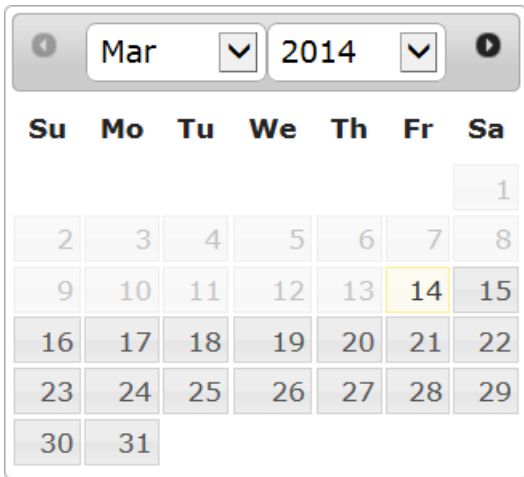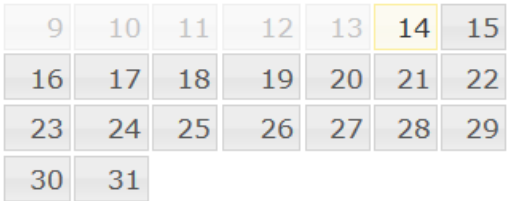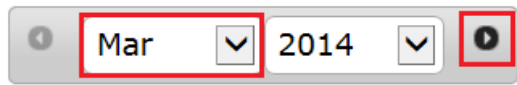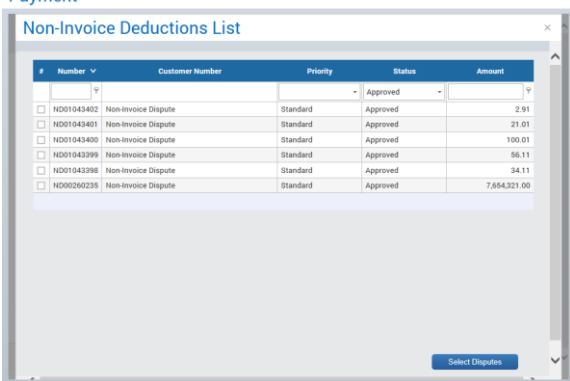
STEP	ACTION	RESULT
5.	Click the OK button. OK	The payment account profile is deleted and a confirmation message is displayed.
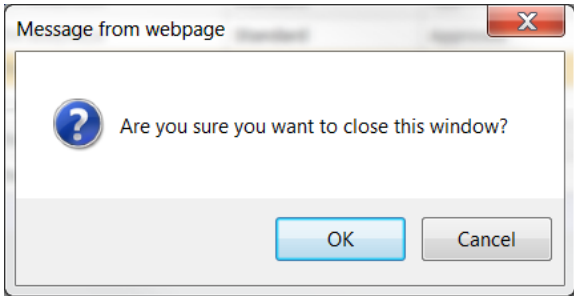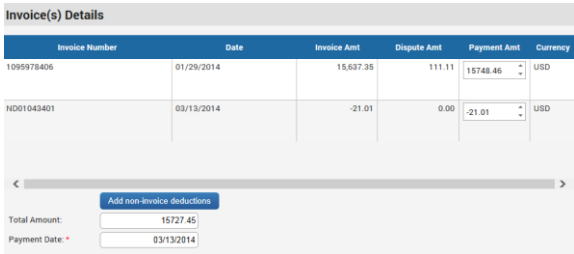
8.4 Make Payment
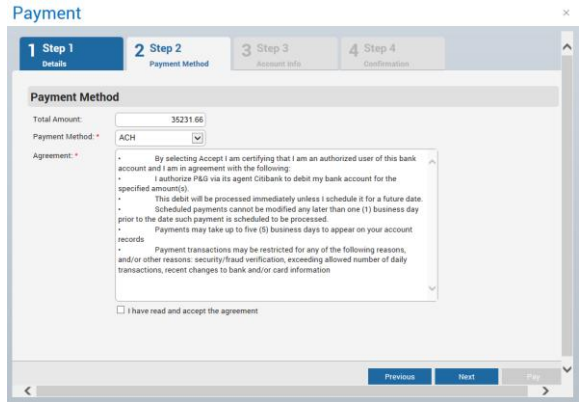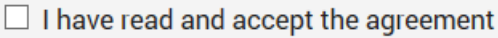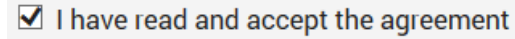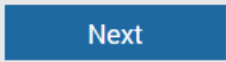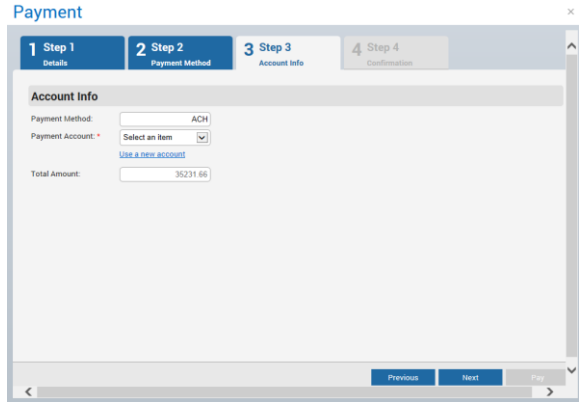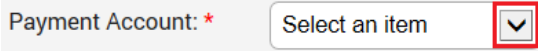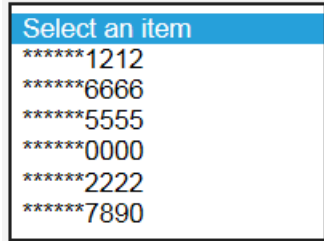
Only invoices and non-invoice payments with a status of approved can be paid.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. Home	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Search for invoices or non-invoice payments with a status of approved or use other search methods to find the invoice(s) to be paid. ❖ **Note**: See the *Search List* section for search instructions.	All invoices or non-invoice payments with a status of Approved are displayed.
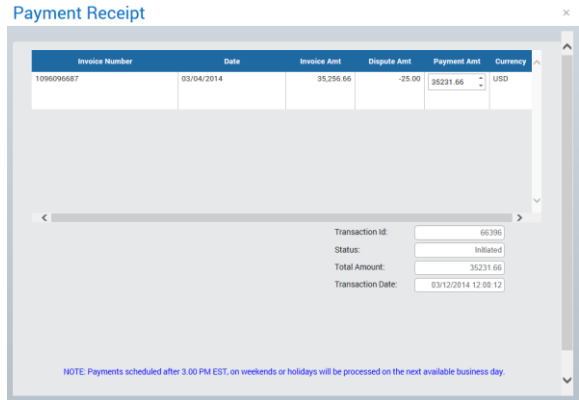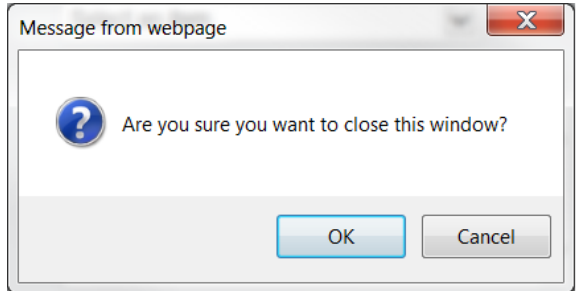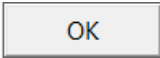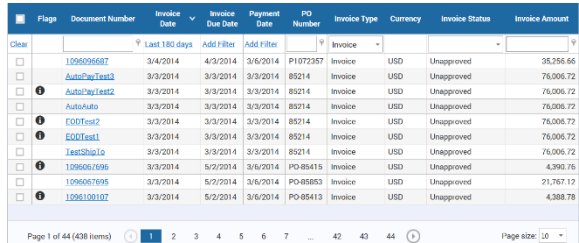
STEP	ACTION	RESULT
3.	Click the checkbox of the invoice or non-invoice payment to be paid. □ 1095576349 □ 1095577233 □ 1095582004 □ ❶ 1095582195 □ ❶ 1095582214 □ ❶ 1095582217	The invoice or non-invoice payment is selected. A selected item is highlighted in yellow and the checkbox contains a check mark. □ 1095576349 ☑ 1095577233 □ 1095582004 □ ❶ 1095582195 □ ❶ 1095582214 □ ❶ 1095582217 ❖ **Note**: Multiple invoices or non-invoice payments can be selected but only if the invoice is from the same company.
4.	Click the Pay Invoice icon. 🖮 Pay Invoice	The invoice(s) Details, Step 1 page is displayed.
5.	Review the invoice or non-invoice payment for accuracy. If it doesn't require a non-invoice deduction or a dispute, skip to Step 13. ❖ **Note:** If the amount must be changed, enter the new amount. **Payment Amt** 4390.76 ▲▼ See the *Add Dispute to Invoice (Short Pay & Overpay)* section for instructions on creating a dispute.	If the payment amount was changed and a dispute created (after clicking the OK button in the Create Dispute popup), the Create Dispute window is displayed.

STEP	ACTION	RESULT
6.	If the payment date needs to be changed, click inside the Payment date field. Payment Date: * 03/14/2014	The calendar is displayed.
7.	Click the date to make the payment. ❖ **Note**: If necessary, use the calendar controls to future months. Only one future month can be displayed.	The new payment date is displayed in the field. 03/27/2014
8.	To add a non-invoice deduction, click the Add non-invoice deductions button. Add non-invoice deductions ❖ **Note**: This function applies an existing non-invoice deduction to the invoice or non-invoice payment.	The Non-Invoice Deductions window is displayed.

STEP	ACTION	RESULT
9.	Select the non-invoice deduction to be added to the invoice by clicking the checkbox. □ ND01043402 Non-Invoice Dispute □ ND01043401 Non-Invoice Dispute □ ND01043400 Non-Invoice Dispute □ ND01043399 Non-Invoice Dispute □ ND01043398 Non-Invoice Dispute □ ND00260235 Non-Invoice Dispute	The non-invoice deduction is selected. A selected non-invoice deduction is highlighted in yellow and the checkbox contains a check mark. □ ND01043402 Non-Invoice Dispute ☑ ND01043401 Non-Invoice Dispute □ ND01043400 Non-Invoice Dispute □ ND01043399 Non-Invoice Dispute □ ND01043398 Non-Invoice Dispute □ ND00260235 Non-Invoice Dispute
10.	Click the Select Disputes button **Select Disputes**	The confirmation popup is displayed. Message from webpage ✕ ? Are you sure you want to close this window? OK Cancel
11.	Click the OK button. OK	The popup is closed and the non-invoice deduction is added to the invoice. The amount to be paid is changed accordingly. Invoice(s) Details 	Invoice Number	Date	Invoice Amt	Dispute Amt	Payment Amt	Currency	 	1095978406	01/29/2014	15,637.35	111.11	15748.46	USD	 	ND01043401	03/13/2014	-21.01	0.00	-21.01	USD	 Add non-invoice deductions Total Amount: 15727.45 Payment Date: * 03/13/2014 ❖ **Note:** If the non-invoice deduction was added in error. Close the page and restart the payment process.
12.	To add additional non-invoice deductions, repeat steps 9 through 11.	Additional non-invoice deductions are added to the invoice.
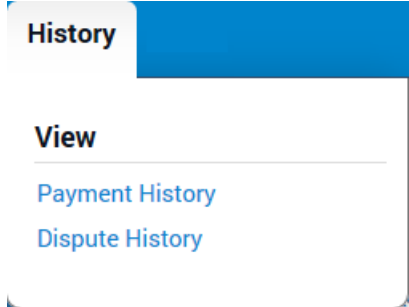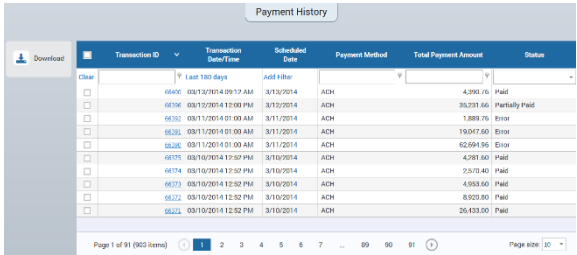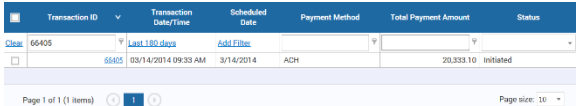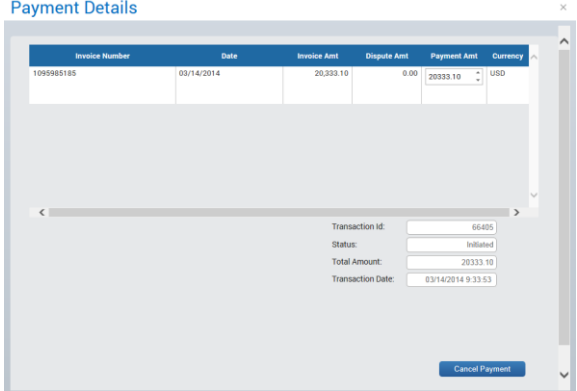
STEP	ACTION	RESULT
13.	Click the Next button.	The Payment Method, Step 2 page is displayed.
14.	Click on the agreement checkbox	The checkbox is checked indicating that the agreement is accepted.
15.	Click the Next button. ❖ **Note:** To display the Details, Step 1 page, click the Previous button.	The Account Info, Step 3 page is displayed.
16.	Click the open icon in the Payment Account field.	The Payment Account menu is displayed.
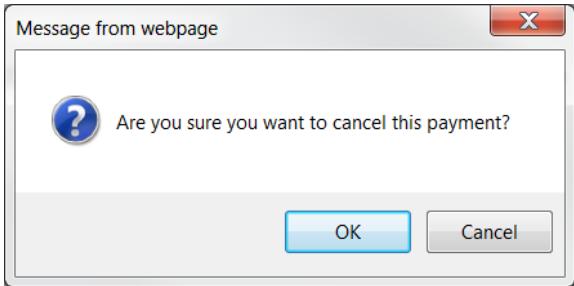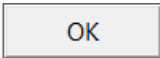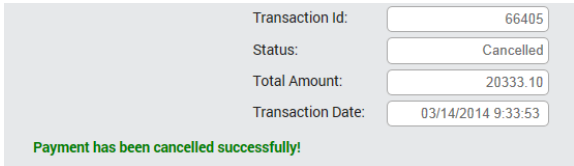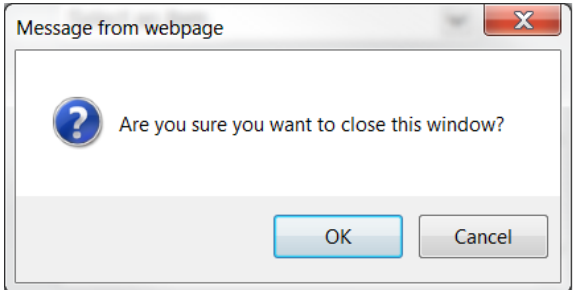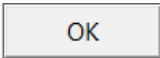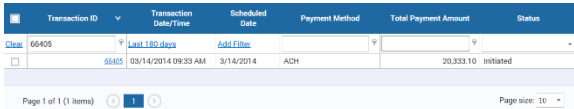
STEP	ACTION	RESULT
17.	Select the appropriate account for the payment. Select an item ******1212 ******6666 ******5555 ******0000 ******2222 ******7890 ❖ **Note:** To make the payment with a new account, click the Use a new account link. See the *Create New Payment Account* section for instructions. Use a new account	The selected account is displayed in the field. ******7890
18.	Click the Next button. Next ❖ **Note:** To display the Payment Method, Step 2 page, click the Previous button. Previous	The Confirmation, Step 4 page is displayed.
19.	Review the information. If the payment is accurate, click the Pay button. Pay ❖ **Note:** To display the Account Info, Step 3 page, click the Previous button. Previous	The confirmation popup is displayed. Message from webpage Do you want to make the Payment? OK Cancel

STEP	ACTION	RESULT
20.	Click the OK button.	The payment is scheduled to be made after 3PM EST. On weekends or holidays will be processed on the next available business day. The Payment Receipt page is displayed. The status of the invoice is changed to Initiated. A payment can be cancelled when its status is Initiated. When the payment is processed its status is change to Paid and it cannot be cancelled. ❖ **Note:** A transaction identification number is issue. This number can be used to search the payment history.
21.	Click the close icon.	A confirmation popup is displayed.
22.	Click the OK button.	The window is closed and the list of approved invoices or non-invoice payments is displayed.

8.5 Cancel Payment

A payment can only be cancelled when its status is Initiated.
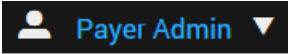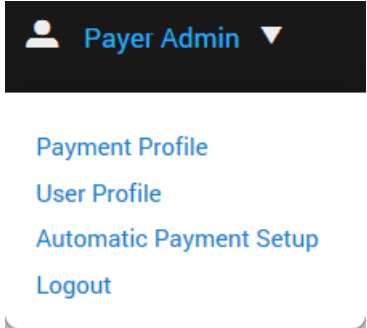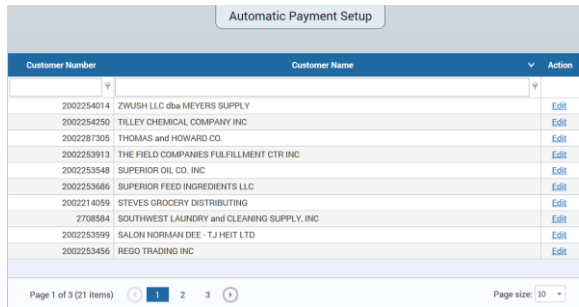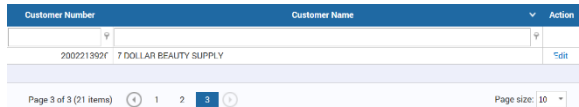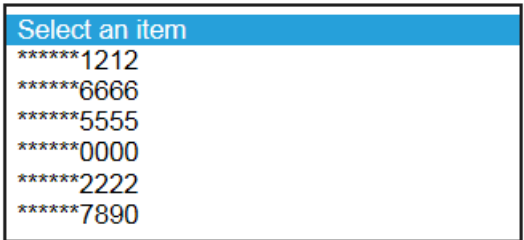
STEP	ACTION	RESULT
1.	Click the History link. **History**	The History menu is displayed.
2.	Select the Payment History option. Payment History	The Payment History page is displayed.
3.	Use the search function to display the payment to be cancelled. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the payment list.
4.	Click the Transaction ID link for the payment. 66405	The payment detail window is displayed.
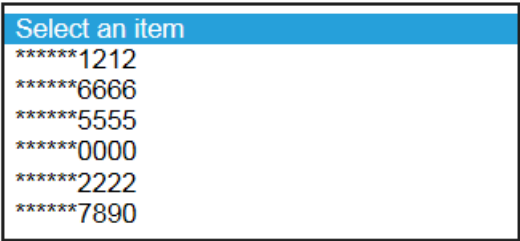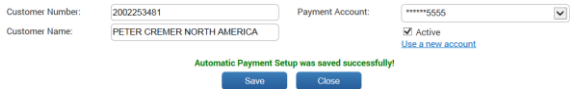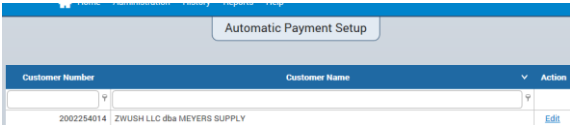
STEP	ACTION	RESULT
5.	Click the Cancel Payment button. Cancel Payment	The cancel payment confirmation popup is displayed. Message from webpage Are you sure you want to cancel this payment? OK Cancel
6.	Click the OK button. OK	The payment is cancelled and a confirmation message is displayed. The status of the invoice is changed to Approved. The status of the payment is changed to Cancelled. Transaction Id: 66405 Status: Cancelled Total Amount: 20333.10 Transaction Date: 03/14/2014 9:33:53 **Payment has been cancelled successfully!**
7.	Click the close icon. ✕	A confirmation popup is displayed. Message from webpage Are you sure you want to close this window? OK Cancel
8.	Click the OK button. OK	The window is closed and the list of approved invoices is displayed. Transaction ID | Transaction Date/Time | Scheduled Date | Payment Method | Total Payment Amount | Status Clear 66405 | Last 180 days | Add Filter 66405 03/14/2014 09:33 AM 3/14/2014 ACH 20,333.10 Initiated Page 1 of 1 (1 items) 1 Page size: 10

8.6 Create New Automatic Payment

Payments for an individual customer can be made automatically on the invoice due date once they are approved.

STEP	ACTION	RESULT

STEP	ACTION	RESULT
1.	Click the Payer Admin link.	The Payer Admin menu is displayed.
2.	Select the Automatic Payment Setup option.	The Automatic Payment Setup page is displayed.
3.	Search for the appropriate customer. **Note**: See the *Search List* section for search instructions.	The customer list is displayed again with the search applied.
4.	Click the Edit link for the appropriate customer.	The automatic payment setup is displayed for the selected customer.
5.	Click the open icon in the Payment Account field.	The Payment Account menu is displayed.

STEP	ACTION	RESULT
6.	Select the payment account from which the invoices will be paid. Select an item ******1212 ******6666 ******5555 ******0000 ******2222 ******7890 **Note**: To create a new payment, click the Use a new account link. Use a new account See the *Create New Payment Account* section for instructions.	The account number is displayed in the field. ******7890
7.	Click the checkbox in the Active field. ☐ Active	A checkmark is displayed in the checkbox and the automatic payment will be active when it's saved. ☑ Active **Note**: The automatic schedule can be stopped by clicking the checkbox to remove the checkmark.
8.	Click the Save button. Save	The automatic payment setup is saved and a confirmation message is displayed. Customer Number: 2002253481 Payment Account: ******5555 Customer Name: PETER CREMER NORTH AMERICA ☑ Active Use a new account Automatic Payment Setup was saved successfully! Save Close
9.	Click the Close button. Close	The automatic payment setup is closed and the customer list is displayed. Automatic Payment Setup Customer Number Customer Name v Action 2002254014 ZWUSH LLC dba MEYERS SUPPLY Edit

8.7   View Payment Profile

Payment accounts can be viewed as a list of payment profiles.
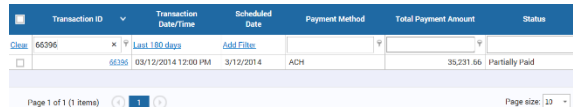
STEP	ACTION	RESULT

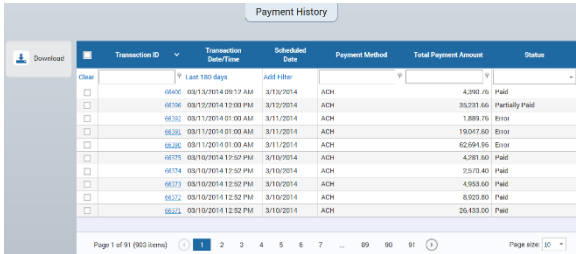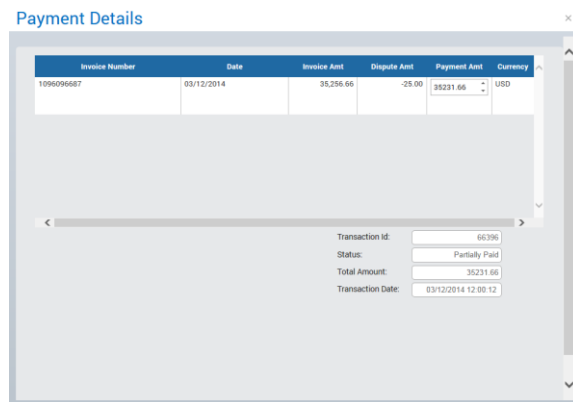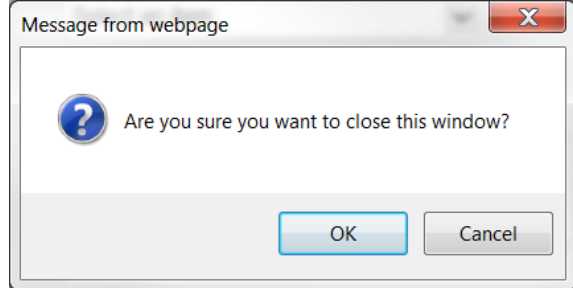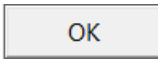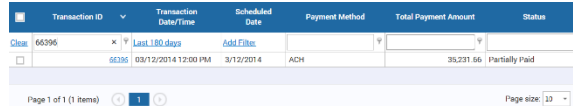| STEP	ACTION	RESULT
1.	Click the Payer Admin link.	The Payer Admin menu is displayed.
2.	Select the Payment Profile option. Payment Profile	The Payment Profile page is displayed.
3.	Search for the appropriate account. **Note**: See the *Search List* section for search instructions.	The account profile list is displayed again with the search applied.

8.8   View Payment History & Details

Past payments can be viewed as a list and a detailed view of individual payments.

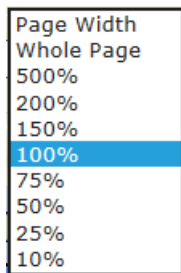| STEP	ACTION	RESULT
1.	Click the History link. History	The History menu is displayed.
2.	Select the Payment History option. Payment History	The Payment History page is displayed.

STEP	ACTION	RESULT
3.	Use the search function to display the payment whose details will be displayed. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the payment list. ❖ **Note**: The payment list can be downloaded to an .xls file. See the *Download Dispute History* section for instructions.
4.	Click the Transaction ID link. 66396	The Payment Details window is displayed.
5.	Click the close icon. ✕	A confirmation popup is displayed.
6.	Click the OK button. OK	The window is closed and the list of payments from the results of the search is displayed.

9.0 Manage Payment History Report

A payment history report is available. To manage this report, the following functions are available:
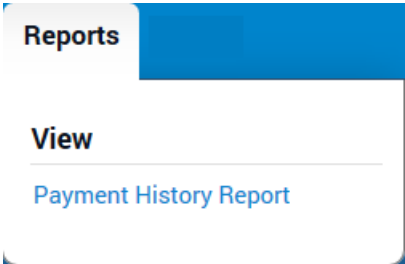
- Search
- Export
- Refresh

The report display can be changed by entering a specific page number or clicking the forward and back icons. The report text size can be changed by clicking the open menu icon and selecting a different text size.
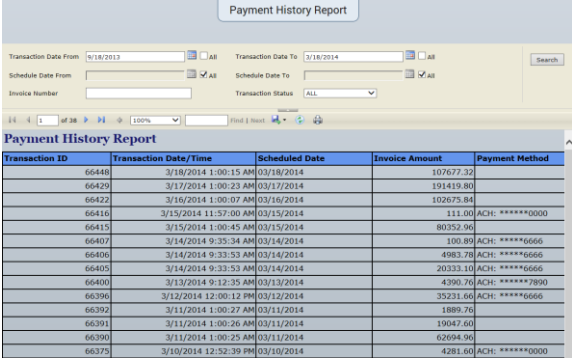

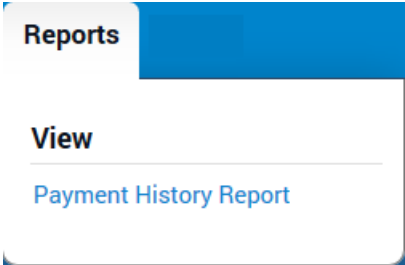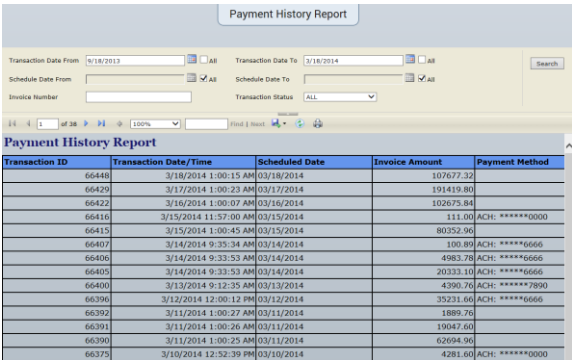To print a report, export it to a file format that allows for printing, for example, PDF.

9.1 View Report

Six months of transactions is automatically displayed.
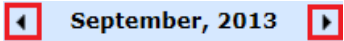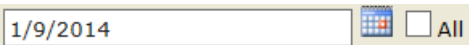
STEP	ACTION	RESULT
1.	Click the Reports link. Reports	The Reports menu is displayed. Reports View Payment History Report
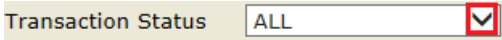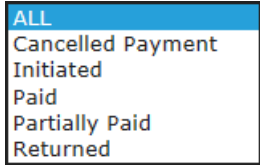
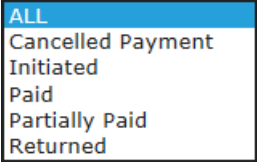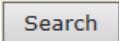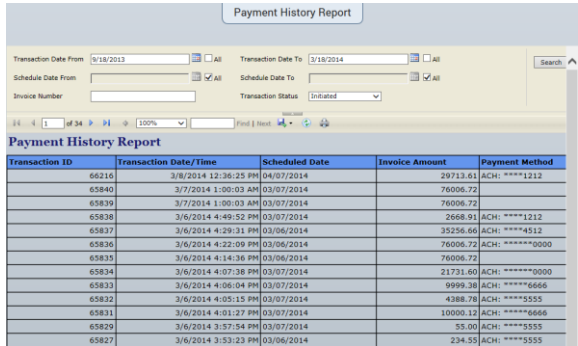| STEP	ACTION	RESULT
2.	Select the Payment History Report option. Payment History Report	The Payment History Report page is displayed.

9.2   Search Report

To display a specific payment transaction, there is a search function based on transaction date, schedule date, invoice number, and transaction status.

STEP	ACTION	RESULT
1.	Click the Reports link. Reports	The Reports menu is displayed.
2.	Select the Payment History Report option. Payment History Report	The Payment History Report page is displayed.

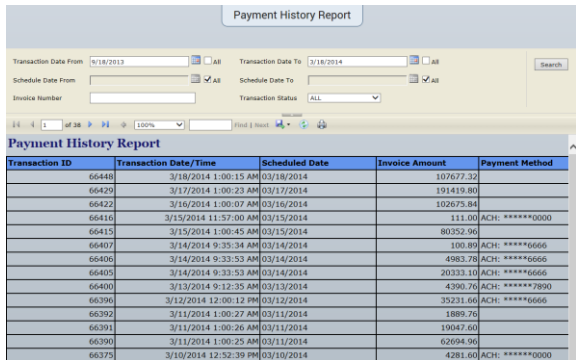| STEP	ACTION	RESULT
3.	Click the calendar icon in the Transaction Date From 9/18/2013 ☐ All ❖ **Note**: All dates can be selected by clicking the All checkbox. ☑ All	The calendar is displayed. ◄ **September, 2013** ► S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 **18** 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 Today is Tuesday, March 18, 2014
4.	Display the appropriate month and year by click the forward and back icons. ◄ **September, 2013** ►	The changed month is displayed. ◄ **January, 2014** ► S M T W T F S 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 Today is Tuesday, March 18, 2014
5.	Click on the appropriate date within the month. ◄ **January, 2014** ► S M T W T F S 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 Today is Tuesday, March 18, 2014	The new date is selected and displayed in the field. 1/9/2014 ☐ All
6.	Repeat steps 3 through 5 to enter the other date search ranges.	The fields are changed appropriately.
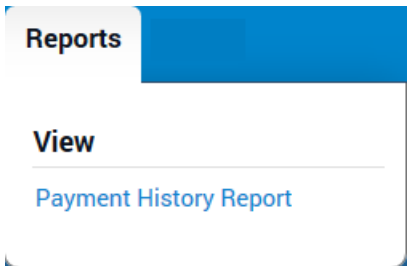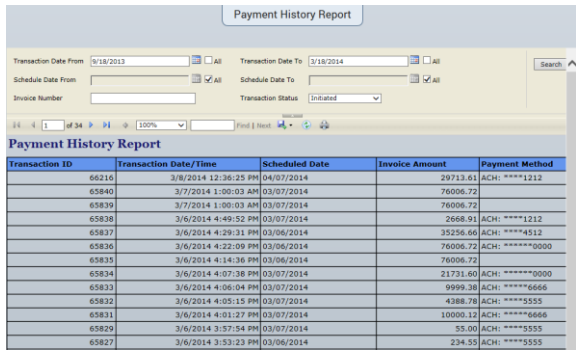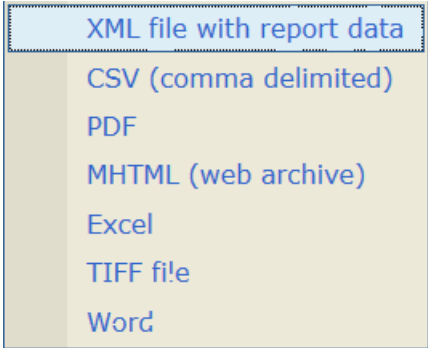
STEP	ACTION	RESULT
7.	Click the open icon in the Transaction Status field. Transaction Status ALL [▼]	The search payment status menu is displayed. ALL Cancelled Payment Initiated Paid Partially Paid Returned
8.	Select the appropriate payment status. ALL Cancelled Payment Initiated Paid Partially Paid Returned	The new status is displayed in the field. Initiated [▼]
9.	Click the Search button. Search	The report is searched for the payment transactions that match the search information and the found transactions are displayed on the page.
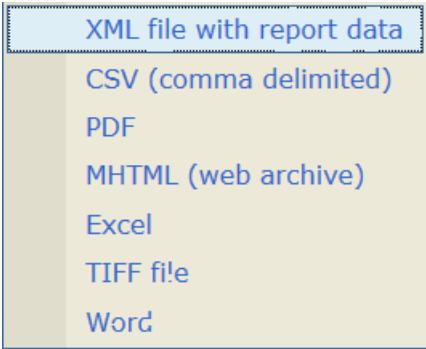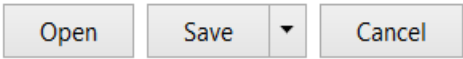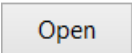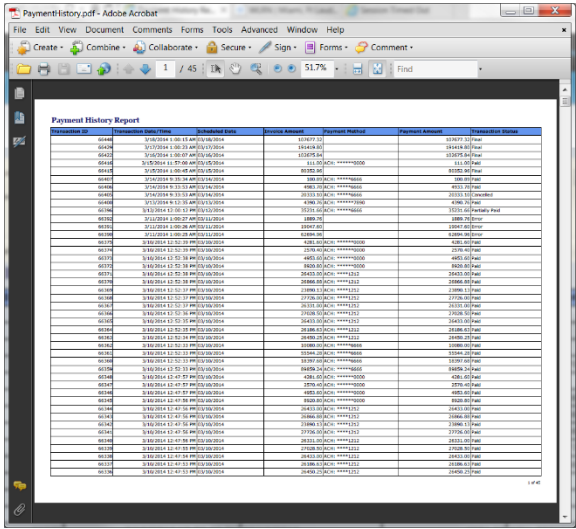
9.3 Export Report

The report can be exported to the following file formats:

- XML
- CSV (comma delimited)
- PDF
- MHTML (web archive)
- XLS (Excel)
- TIFF
- DOC (Word)

STEP	ACTION	RESULT

STEP	ACTION	RESULT
1.	Click the Reports link.	The Reports menu is displayed.
2.	Select the Payment History Report option.	The Payment History Report page is displayed.
3.	Use the search functions to display the appropriate payment transactions. ❖ **Note**: See the *Search Report* section for search instructions.	The found transactions are displayed.
4.	Click the Export icon.	The export menu is displayed.

STEP	ACTION	RESULT
5.	Select the file format for the export. XML file with report data CSV (comma delimited) PDF MHTML (web archive) Excel TIFF file Word	The browser displays a prompt to open or save the file. Open Save ▼ Cancel
6.	Click the Open button Open	The report is opened with the appropriate software. In this example, a PDF.
7.	The file can be saved on a network or the local workstation. The file can also be printed, as well.	The file is saved or printed.

10.0 Manage Disputes

The payer administrator is responsible for managing disputes. This includes the following functions.
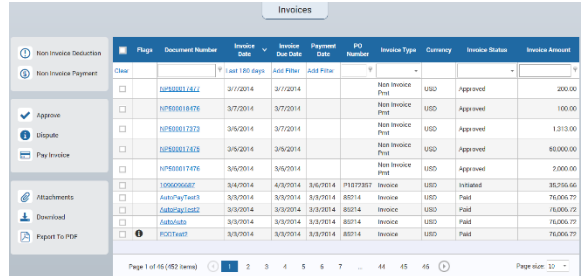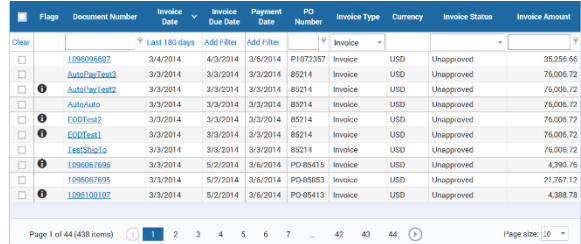
- Add Dispute to Invoice
- Add Dispute to Invoice Line Items
- View Dispute History & Details
- Download Dispute History
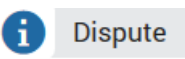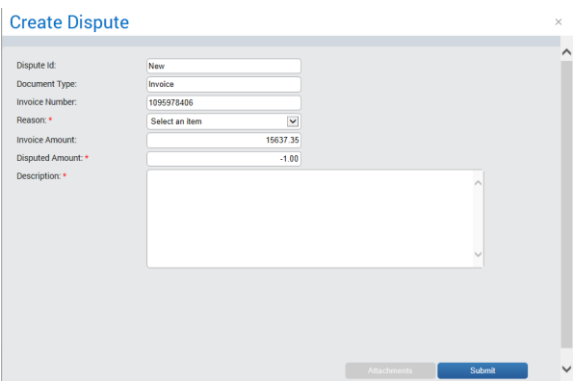- Edit Dispute
- View Dispute Audits

Disputes can be added to the entire invoice and to individual line items within an invoice.
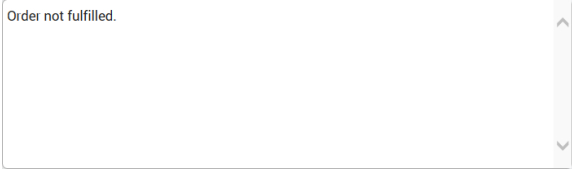
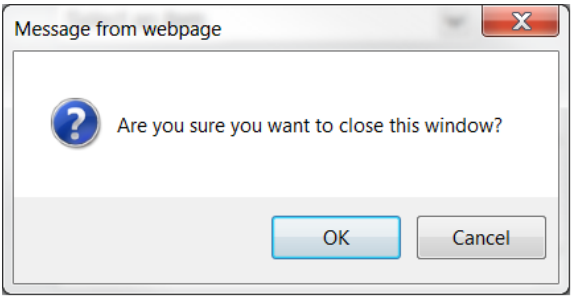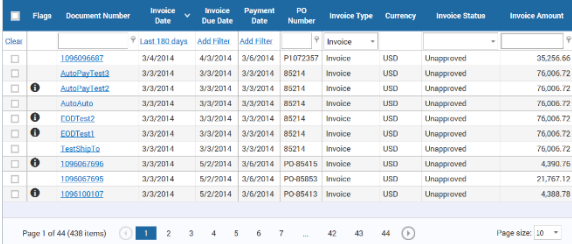## 10.1 Add Dispute to Invoice
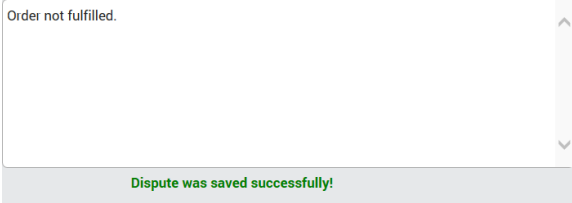
Disputes must be associated with an invoiced with a status of Unapproved.

❖ **Note**: A dispute can also be added during the payment process. See the *Make Payment* section, Step 5, for instructions.

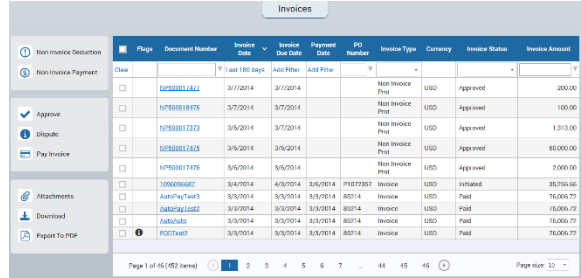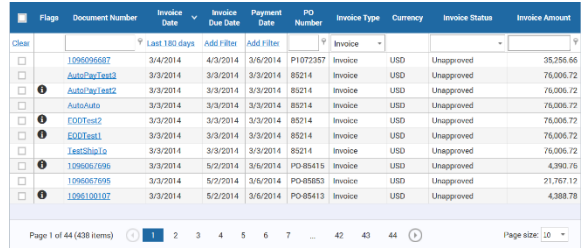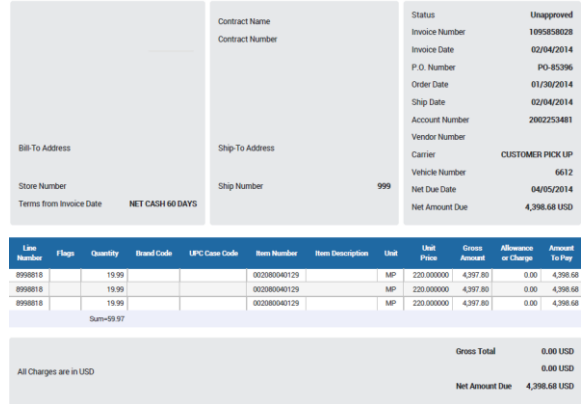| STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link.	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Search for Invoices with a status of Unapproved or use other search methods to find the invoice(s) to be paid. ❖ **Note**: See the *Search List* section for search instructions.	All invoices with a status of Unapproved are displayed.
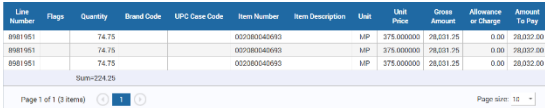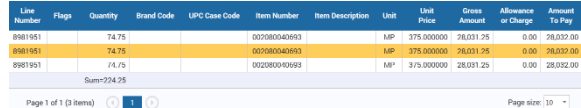
STEP	ACTION	RESULT
3.	Click the checkbox of the invoice to be paid. ☐ 1095576349 ☐ 1095577233 ☐ 1095582004 ☐ ⓘ 1095582195 ☐ ⓘ 1095582214 ☐ ⓘ 1095582217	The invoice is selected. A selected invoice is highlighted in yellow and the checkbox contains a check mark. ☐ 1095576349 ☑ 1095577233 ☐ 1095582004 ☐ ⓘ 1095582195 ☐ ⓘ 1095582214 ☐ ⓘ 1095582217
4.	Click the Dispute icon. ⓘ Dispute	The Create Dispute window is displayed. **Create Dispute** Dispute Id: New Document Type: Invoice Invoice Number: 1095978406 Reason: * Select an item Invoice Amount: 15637.35 Disputed Amount: * -1.00 Description: * Attachments Submit

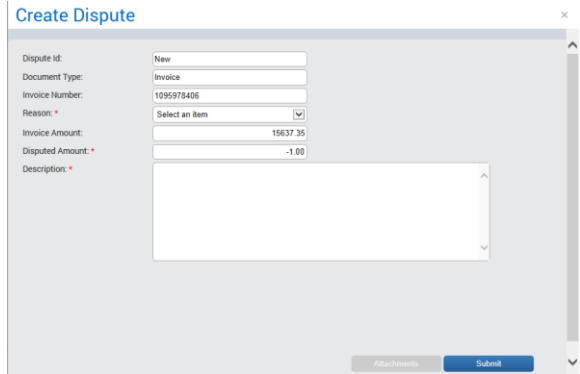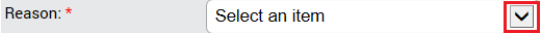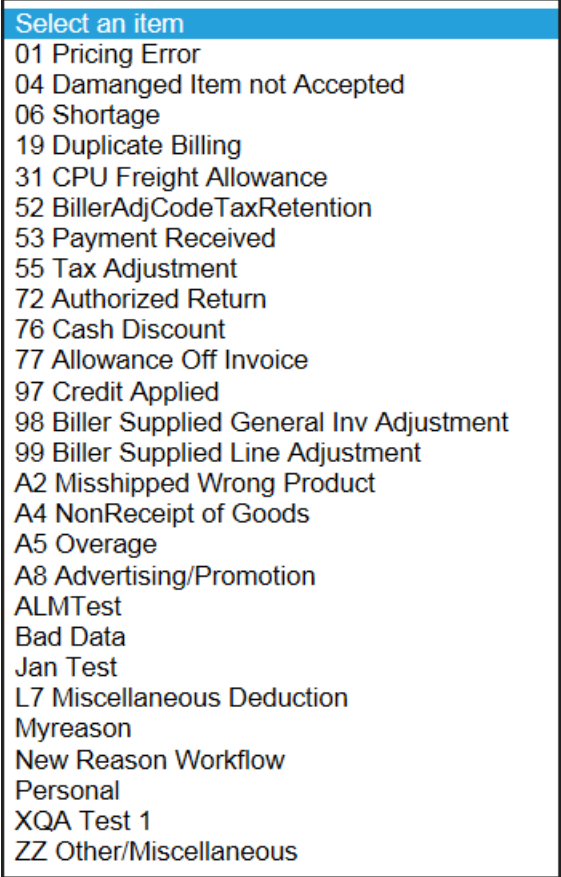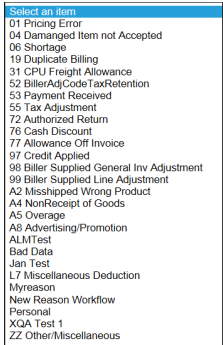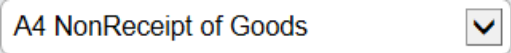| STEP	ACTION	RESULT
5.	Click the open icon in the Reason field. Reason: * Select an item [▼]	The Reason menu is displayed. This menu is an example. Select an item 01 Pricing Error 04 Damanged Item not Accepted 06 Shortage 19 Duplicate Billing 31 CPU Freight Allowance 52 BillerAdjCodeTaxRetention 53 Payment Received 55 Tax Adjustment 72 Authorized Return 76 Cash Discount 77 Allowance Off Invoice 97 Credit Applied 98 Biller Supplied General Inv Adjustment 99 Biller Supplied Line Adjustment A2 Misshipped Wrong Product A4 NonReceipt of Goods A5 Overage A8 Advertising/Promotion ALMTest Bad Data Jan Test L7 Miscellaneous Deduction Myreason New Reason Workflow Personal XQA Test 1 ZZ Other/Miscellaneous
6.	Select the appropriate reason for the non-invoice deduction. Select an item 01 Pricing Error 04 Damanged Item not Accepted 06 Shortage 19 Duplicate Billing 31 CPU Freight Allowance 52 BillerAdjCodeTaxRetention 53 Payment Received 55 Tax Adjustment 72 Authorized Return 76 Cash Discount 77 Allowance Off Invoice 97 Credit Applied 98 Biller Supplied General Inv Adjustment 99 Biller Supplied Line Adjustment A2 Misshipped Wrong Product A4 NonReceipt of Goods A5 Overage A8 Advertising/Promotion ALMTest Bad Data Jan Test L7 Miscellaneous Deduction Myreason New Reason Workflow Personal XQA Test 1 ZZ Other/Miscellaneous	The reason is displayed in the field. A4 NonReceipt of Goods [▼]
7.	Enter amount in Disputed Amount field. Disputed Amount: * 0.00	The amount is displayed in the field. 34.11

STEP	ACTION	RESULT
8.	Enter a description in the Description field. Description: *	The description is displayed in the field. Order not fulfilled.
9.	Click the Submit button. Submit	The dispute is created and a confirmation message is displayed. Order not fulfilled. **Dispute was saved successfully!** ❖ **Note**: An attachment can be added to the dispute. *See the Add Attachment to Invoice* section, starting at Step 4, for instructions.
10.	Click the close icon. ✕	The close window popup is displayed. Message from webpage Are you sure you want to close this window? OK Cancel
11.	Click the OK button. OK	The window is closed and the list of invoices is displayed.

10.2 Add Dispute to Invoice Line Item

A dispute can be applied to a specific line item within an invoice.

STEP	ACTION	RESULT
1.	If the invoice list is not already displayed, click the Home page icon or link. 🏠 **Home**	The home page (Invoices page) is displayed with the list of all invoices, regardless of status. ❖ **Note**: This list includes all items including Non Invoices payments and Pre Invoices.
2.	Search for Invoices with a status of Approved or use other search methods to find the invoice(s) where a line item dispute is to be added. ❖ **Note**: See the *Search List* section for search instructions.	All invoices with a status of Approved are displayed.
3.	Click the invoice (document) number link. **1096009208**	The invoice detail is displayed.
4.	Click on the line item where the dispute is to be added.	The selected line item is highlighted in yellow.

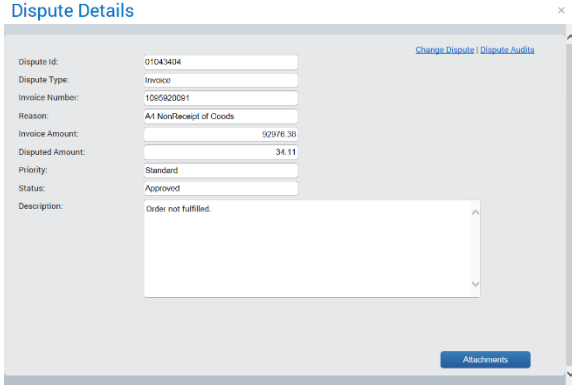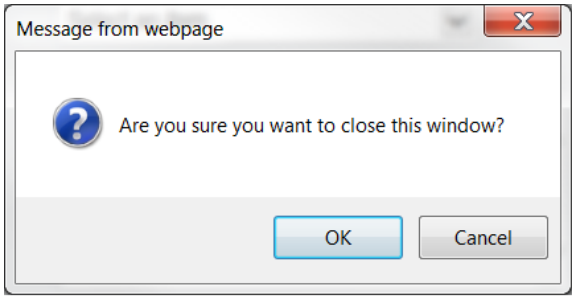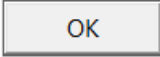| STEP	ACTION	RESULT
5.	Click the Dispute icon.	The Create Dispute window is displayed.
6.	Click the open icon in the Reason field.	The Reason menu is displayed.
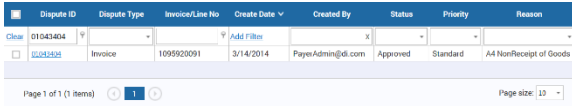
STEP	ACTION	RESULT
7.	Select the appropriate reason for the non-invoice deduction. Select an item 01 Pricing Error 04 Damaged Item not Accepted 06 Shortage 19 Duplicate Billing 31 CPU Freight Allowance 52 BillerAdjCodeTaxRetention 53 Payment Received 55 Tax Adjustment 72 Authorized Return 76 Cash Discount 77 Allowance Off Invoice 97 Credit Applied 98 Biller Supplied General Inv Adjustment 99 Biller Supplied Line Adjustment A2 Misshipped Wrong Product A4 NonReceipt of Goods A5 Overage A8 Advertising/Promotion ALMTest Bad Data Jan Test L7 Miscellaneous Deduction Myreason New Reason Workflow Personal XQA Test 1 ZZ Other/Miscellaneous	The reason is displayed in the field. A4 NonReceipt of Goods
8.	Enter amount in Disputed Amount field. Disputed Amount: * 0.00	The amount is displayed in the field. 34.11
9.	Enter a description in the Description field. Description: *	The description is displayed in the field. Order not fulfilled.
10.	Click the Submit button. Submit	The dispute is created and a confirmation message is displayed. Order not fulfilled. **Dispute was saved successfully!** ❖ **Note**: An attachment can be added to the dispute. *See the Add Attachment to Invoice* section, starting at Step 4, for instructions.
11.	Click the close icon. ✕	The close window popup is displayed. Message from webpage ? Are you sure you want to close this window? OK Cancel

STEP	ACTION	RESULT
12.	Click the OK button.	The window is closed and the invoice is displayed with the dispute icon in the Flags column for that line item.

10.3 View Dispute History & Details

Disputes can be viewed as a list and a detailed view of individual disputes.

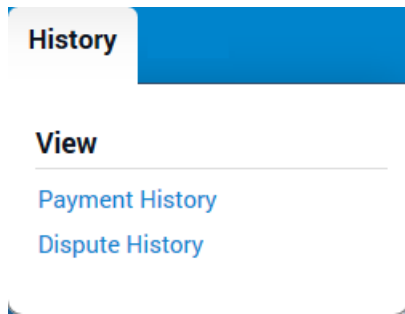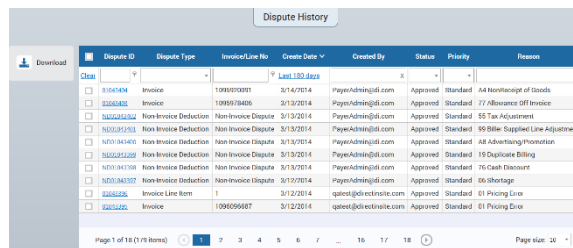| STEP	ACTION	RESULT
1.	Click the History link.	The History menu is displayed.
2.	Select the Dispute History option.	The Dispute History page is displayed.
3.	Use the search function to display the dispute whose details will be displayed. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the dispute list.

STEP	ACTION	RESULT
4.	Click the Dispute ID link. 01043404	The Dispute Details window is displayed.
5.	Click the close icon. 	A confirmation popup is displayed.
6.	Click the OK button. 	The window is closed and the list of disputes from the results of the search is displayed.

10.4 Edit Dispute

Disputes can be changed once they have been created and saved.

STEP	ACTION	RESULT

STEP	ACTION	RESULT
1.	Click the History link. **History**	The History menu is displayed.
2.	Select the Dispute History option. Dispute History	The Dispute History page is displayed.
3.	Use the search function to display the dispute whose details will be displayed. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the dispute list.
4.	Click the Dispute ID link. 01043404	The Dispute Details window is displayed.

STEP	ACTION	RESULT
5.	Click the Change Dispute link. **Change Dispute**	The Change Dispute window is displayed.
6.	Click the open icon in the Status Change Reason field. Status Change Reason: * Select an item ▼	The Status Change Reason menu is displayed.
7.	Select the reason for the status change. ❖ **Note**: The New Status and Priority fields only have one option and those options are displayed automatically.	The reason is displayed in the field. Dispute under review ▼
8.	Enter the notes for the status change. Notes: *	The notes are displayed in the field. Investigating the shipping company.

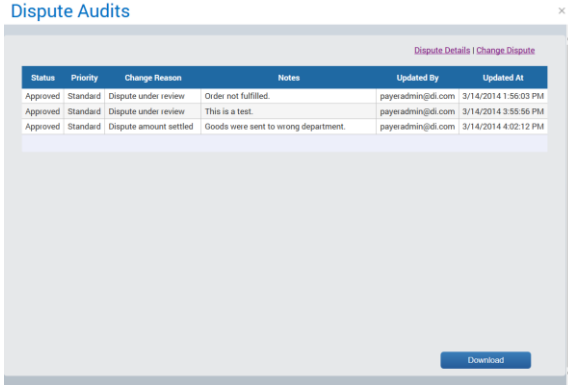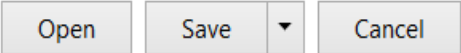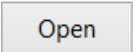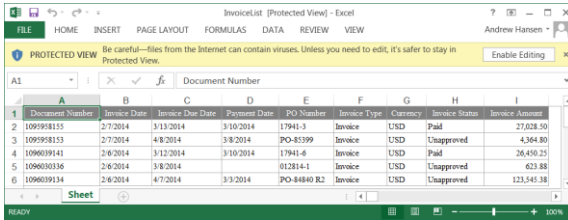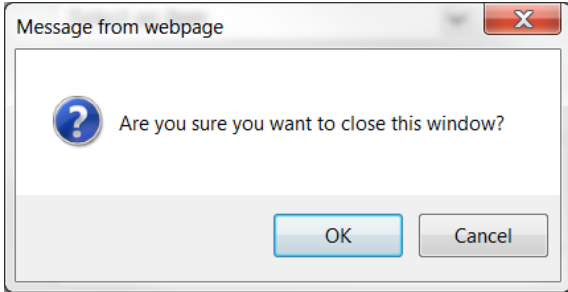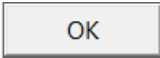| STEP	ACTION	RESULT
9.	Click the Update button. Update	The dispute is changed and a confirmation message is displayed. This is a test. Dispute was changed successfully! ❖ **Note**: An attachment can be added to the dispute. *See the Add Attachment to Invoice* section, starting at Step 4, for instructions.
10.	Click the close icon. ✕	A confirmation popup is displayed. (Add Note: the payment has already been scheduled, this will not cancel or make you lose your work…) Message from webpage Are you sure you want to close this window? OK Cancel ❖ **Note**: The payment has already been scheduled. This will not cancel the transaction or lead to loss of work.
11.	Click the OK button. OK	The window is closed and the list of disputes from the results of the search is displayed.

10.5 View Dispute Audits

A list of changes (in chronological order) to the dispute can be displayed and downloaded.

STEP	ACTION	RESULT

STEP	ACTION	RESULT
1.	Click the History link. History	The History menu is displayed. History View Payment History Dispute History
2.	Select the Dispute History option. Dispute History	The Dispute History page is displayed.
3.	Use the search function to display the dispute whose details will be displayed. ❖ **Note**: See the *Search List* section for search instructions.	The search results are displayed in the dispute list.
4.	Click the Dispute ID link. 01043404	The Dispute Details window is displayed.

STEP	ACTION	RESULT
5.	Click the Dispute Audits link.	The Dispute Audits window is displayed.
6.	Click the Download button.	The browser displays a prompt to open or save the file.
7.	Click the Open button	The spreadsheet application is started and the downloaded file is opened.
8.	If required, save the file to a network or a local workstation.	The file is saved.
9.	Click the close icon.	The close window popup is displayed.
10.	Click the OK button.	The window is closed and the list of disputes from the results of the search.